

mspnice award

February 19, 2014

Greetings Managers,

One of your employees, Nancy Seaberg, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nancy for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Nancy!



Rick Valentino, MAC, Asst. Mgr., Airline Ops/Facilities and Scott Skramstad, MAC Manager, Airline Operations/Int'l Facilities with Nancy Seaberg, Sun Country Airlines

★ Customer compliment:

Your ticketing agent, Nancy Seaberg, at the Minneapolis St Paul Humphrey Terminal is an awesome representative of your company. I lost two books during check-in and she went all the way up from her work station to my gate to deliver my books to me. I was so grateful and thankful. God bless you Nancy Seaberg.

-Derick Bowermaster