

mspnice award

March 13, 2014

Greetings Managers,

One of your volunteers, Herb Strozinsky, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Herb for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Herb!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Travelers Assistant, Herb Strozinsky

Customer compliment:

I am 88 going from Cleveland to Beaumont, Montana. On a wheelchair from gate to gate, winter storms took four days on third day I am stranded in Minneapolis from 9 AM to 9 PM. Wheelchair attendant took me to Travelers Assistance. These travelers' assistants (Jackie, Marion, Betty, and Herb) gave me a place to rest, water, and toilet facilities - saved my sanity. They deserve the highest accolades they were a godsend!

- Kay Fisher