

mspnice award

March 21, 2014

Greetings Managers,

One of your employees, Larry Burgett, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Larry 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 Larry!



MAC Landside Operations, Passenger Services Assistants (back row) Nancy Lo; Starr Vann; Cynthia Stevenson; Larry Burgett; Arlie Johnson, Assistant Airport Director/Landside Operations; Travis Athmann and Jeff Courteau, Manager, Parking Systems (front row) Elviar Harvel, Heidi Sagerer, Rik Wenzel and Shamso Gelle

★ Customer compliment:

I left my wallet in the cab that I took from the Airport. When I called the Taxi Booth, the attendant, Larry, was very helpful about trying to contact the driver, who returned the wallet to the Taxi Booth later that day.

Thanks Larry!

-Susan