

mspnice award

March 21, 2014

Greetings Managers,

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



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 Shamsu Gelle

★ Customer compliment:

Shamsu greeted a travel weary crowd with a great smile. She would call out which ride service was pulled up so that we didn't have to stand outside. Her friendly attitude and helpfulness in trying to answer people's questions was warming.

-Patrick A. Kelly