

mspnice award

March 21, 2014

Greetings Managers,

One of your employees, Nancy Lo, 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!



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 Shams Gelle

★ Customer compliment:

I wanted to send a kudos to Nancy at the Information booth. She was so kind and sweet with helping me. She showed that famous Midwest kindness and went out of her way in helping me with my car rental issue. She's great! Thank you!