

mspnice award

March 21, 2014

Greetings Managers,

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



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:

Starr is an incredible employee who made my day - she was both personable and professional in dealing with my frustration of being lost between terminals. She deserves commendation for being in the top 5% of Information Booth employees and Hospitality Person Extraordinaire. Much appreciated.

-Patricia Reisdorf