

mspnice award

April 2, 2014

Greetings Managers,

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



David Brink, United Airlines Manager and Phil Burke, Director of MSP Operations with United Airlines employee, Carol Babel

★ Customer compliment:

Carol from United Airlines went over and above the call of duty to rebook our canceled flight. She even called ahead to Air Canada to ensure that we didn't miss our Toronto connecting flight since we already were one day late arriving in Québec.

-Steve Rollwagen