

mspnice award

April 28, 2014

Greetings Managers,

One of your volunteers, Joe O'Connor, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Joe 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 Joe!



Travelers Assistants Joe O'Connor and Bruno Drews

★ Customer compliment:

I am traveling alone with my two children (1 yr. and 5 yrs.) (Starting in Okinawa and ending in D.C.) After getting off of my plane from Tokyo I met Joseph O'Conner. He was amazingly helpful in finding people to assist with my luggage, he found which gate I needed to go to and got us set up in a family room. He was amazingly kind and helpful. I won't forget all he did for us.

-Sarah Katzaman