

mspnice award

April 28, 2014

Greetings Managers,

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



Marilyn Quilling, Travelers Assistant with Shannon Gale, Assistant Manager, MAC Facilities

★ Customer compliment:

My son lost his phone at the baggage claim. Marilyn Quilling, a volunteer, was at the information booth at baggage 5 and before giving it to Lost and Found saw a name from a text. She paged us and because of her we were able to get our son's phone. Thank you Marilyn!

-Joan Rex