

mspnice award

May 1, 2014

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Karin Nordstrom, Travelers Assistance

★ Customer compliment:

Thank you so much for dropping my keys off so my husband could catch his flight. You are truly a Good Samaritan and we were so grateful.

-Christopher and Emily Cattoor