

mspnice award

May 9, 2014

Greetings Managers,

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



Marty Schaefer, Travelers Assistant with Les Ellesson, Assistant Manager, MAC Facilities

Customer compliment:

Navigator, Marty was extremely helpful to our family as we were being shuffled back and forth between two Airlines. We were very angry and really appreciated the help he provided.

-Mary