

May 31, 2013

Greetings Managers,

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

Way to go!

Arlie Johnson,
Assistant Airport
Director, MAC Land-
side Operations with
Mary Whitcomb



CUSTOMER COMMENT

I was traveling with a service animal that will not urinate indoors. Mary W. walked me out to the gravel area so that he could relieve himself and walked me back through security. She then helped me find my gate and get my dog water. She was the most pleasant and helpful person I have ever encountered at an airport.