

June 3, 2013

Greetings Managers,

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

Way to go!



Arlie Johnson, Assistant Airport Director, MAC Landside Operations and Steve Holes, Assistant Manager Passenger Services with Katie Erickson

CUSTOMER COMMENT

I had the unfortunate need to pick up a friend at the MSP airport coming from Europe. Her flight was not listed on your boards. I met a young girl named Katie Erickson (not related to me) who worked at the airport. She could not have been more helpful. She got the info I needed and checked back with me several times until my friend got in 2 1/2 hours late. She is a great asset to the airport and I cannot tell you how much she helped in a bad situation. Great job.

-David Erickson