

June 4, 2013

Greetings Managers,

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

Way to go!

Phil Burke, MAC,
Director of MSP
Operations with
Marion Shaw



CUSTOMER COMPLIMENT

I want to give a big 'Thank You' to the kind staff at the MSP Airport and US Airways for helping to rectify the damage done to my wheelchair on 5/10/13.

We were returning from LA to Phoenix when the chair was mangled beyond use in the cargo hold. (I truly can't believe how much they damaged it when it was probably the last thing put in the cargo hold). The staff were efficient in getting us to our connection (5 minutes from plane to plane and a very long walk away), by electric cart.

Upon arrival in MSP, a sweet wheelchair pusher, delivered me directly to customer service behind the luggage carousel. I might add that the customer service rep, Marion, had already been notified. She was so kind, helpful and apologetic that it absolutely made my day. We had been on our 'trip of a lifetime' on a cruise through the Panama Canal, which we had been planning and saving for years. The trip had been perfect and the care and handling of this accident, was handled so well, that it didn't even put a damper on our trip. Thank you to those exemplary staff of both US Airways and MSP Airport.

-Anne M Flynn