

mspnice award

June 5, 2014

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Jane Zaspel, Travelers Assistance

★ Customer compliment:

Traveling for business (and traveling very light) I broke the heel on my only pair of work shoes! Jane and Nikki were great - we tried the shoe shine places, we went shopping and when those options didn't pan out they pull out duct tape and supplies and went to work! They saved my appearance. Much appreciated.

- Julie Palmer