

mspnice award

June 27, 2014

Greetings Managers,

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



Phil Burke, Director, MSP Operations with Jerry Fingerman, Travelers Assistance

Customer compliment:

Jerry Fingerman provided personal cell phone to make emergency contact with family.

- Joe Higdon