

mspnice award

June 27, 2014

Greetings Managers,

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



Phil Burke, Director, MSP Operations with Carmela Giardina, Travelers Assistance

★ Customer compliment:

I left my cellphone, ID and credit cards all in a case on my flight. I had already gone a distance from my gate and was in a panic. Carmela G. a volunteer at the Information Desk assured me she could help. She got me a wheelchair, closed her desk and went to Delta B10 Gate and Andy the attendant had found it and Carmella brought it back to me.

Gratefully yours,
Maria Rodeman