

mspnice award

June 27, 2014

Greetings Managers,

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



Jeff Courteau, MAC Manager, Parking Systems with Passenger Services Assistants, Billy Todd, Andrea Reis, Travis Athmann, Heidi Sagerer, Elviar Harvel and Cynthia Stevenson

★ Customer compliment:

The nice lady at the Info desk (Andrea Reis) near the tram exit told me exactly how to get to a nice organic lunch restaurant (French Meadows) and how to catch the train back, etc. Usually they are in a hurry or leave 1 vital piece of information out. But she was AWESOME and perfect! I appreciate people who are not only courteous, but also competent. Please tell her Thanks!

- Suzy Cohen