

mspnice award

June 27, 2014

Greetings Managers,

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



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:

I had a good experience at the Taxi Service Area, but the best part was having the services of Heidi Sagerer who assured me the ride would come, was pleasant and stood by me as a lone passenger trying to overnight in Minneapolis. Give her a raise! Thank you for the excellent service, I really appreciated it.

-Linda Pelka