

mspnice award

June 27, 2014

Greetings Managers,

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



Marty Schaefer, Travelers Assistance with Phil Burke, Director, MSP Operations

★ Customer compliment:

In May, on my way to Denver, I was generally misplaced and in need of a little extra hand holding. I can't thank Marty enough for taking it upon himself to make sure that I was being sent in the right direction. You helped me in more ways than one and I can't help but feel that my time spent with you was a case of being in the wrong place at the right time. Your words and actions were so beneficial to me that day and I will forever appreciate that you took the time to care. Thank you for being exactly what I needed at the time I needed it most.

-Christy