

mspnice award

July 17, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Mary Guetter, Travelers Assistance

Customer compliment:

Jerry and Bob helped me find Mary - a very nice lady who located my computer bag and delivered it to me so I wouldn't miss my flight. Awesome!!