

mspnice award

September 4th, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Nancy Gustafson, Travelers Assistance

★ Customer compliment:

You have an asset in Nancy Gustafson that needs to be celebrated and advanced-

We had a serious problem and she hung in there and resolved it.