

mspnice award

August 28th, 2014

Greetings Managers,

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



Les Ellesson, MAC Assistant Manager, Facilities Management with JoAnn Conney, Travelers Assistance

★ Customer compliment:

I was at the Terminal 1 went to the information desk went to Mrs. Joann and noticed my wallet was gone. Found my wallet; someone took \$250 out of it. Mrs. Joann fed me and gave me a few dollars. Oh how great she was and thank God for her. Thank you whom it concerns for the information desk Mrs. Joann

-Gregory Biggins