

mspnice award

September 4th, 2014

Greetings Managers,

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



Shannon Gale, MAC Assistant Manager, Facilities with Merna Smith, Travelers Assistance

★ Customer compliment:

I flew back home from Florida with a “Cat in the Hat” that I bought with my own money and I left it in the girl’s bathroom. When my dad came back to the Airport looking for him, this very nice lady went to the front of the Airport to find him. I am very thankful for Merna and Mary Jane that my “Cat in the Hat” is back home with me.

Rachel, Age 8