

mspnice award

October 1st, 2014

Greetings Managers,

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



Scott Skramstad, Kevin Griffin and Rick Valentino of MAC, with Ginny Clark and Jerry Cassidy, Travelers Assistance

Customer compliment:

On my third day of travel, I landed in Terminal 2. I was exhausted and neither my Guatemalan nor US cell phones were operational. The gentleman greeted me warmly and answered all my questions and even lent me his cell phone to make an important call to arrange for pick up. And when I came back to thank him, he had left. I think his replacement said it was Jerry. Please thank him for me!