

mspnice award

October 20th, 2014

Greetings Managers,

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



Shannon Gale, MAC Facilities Assistance Manager, with Peggy Dolphay, Travelers Assistance

★ Customer compliment:

Peggy retrieved my iPad from Lost and Found so I did not have to go through Security. She is great and deserves a raise!