

mspnice award

January 20th, 2015

Greetings Managers,

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



Alison Dermer of Travelers Assistance, Frank Gray Travelers Assistance Shift Supervisor

★ Customer compliment:

On 11/25/14 my elderly parents flew from Tulsa, OK to the MSP Airport. The Tulsa arrival and departure gate is usually one of the furthest gates in concourse A. I arranged to have a volunteer from the Airport Foundation meet my parents at the gate and accompany them to baggage claim, where I would meet them. They were incredibly grateful, and it really put my mind at ease to know that someone would help them make their way from Concourse A to Concourse C where they boarded a cart and had a gracious and kind, obviously committed to the service she is providing. I was so grateful, I was moved to tears. Please accept this small donation as a token of my gratitude for all your volunteers do for the travelers.

*Kind Regards,
Katherine Murphy*