

mspnice award

June 2nd, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing;
with Bonnie Laird, Travelers Assistance

Customer compliment:

Very well done!

I missed my connection as my plane was late getting in to Minneapolis. I had to wait for the next plane. Bonnie made every effort to help me relax.