

mspnice award

April 18th, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager, Public Affairs & Marketing;
with Carmela Giardina, Travelers Assistance

★ Customer compliment:

Carmela G was so helpful and kind and provided excellent customer service. When I approached the help desk, I was anxious and tearful and asked to speak with a Chaplin. Carmela got Bob White on the phone. After my conversation with Bob, Carmella G. could tell I was still tearful, and she was very kind and helpful spending time with me.