

mspnice award

July 17th, 2015

Greetings Managers,

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



Luis Anchondo, MAC T2 Assistant Manager, Airline Operations;
Cheryl Johnsen, Travelers Assistance; and Dan Foster, MAC T2 Assistant Airport Director

★ Customer compliment:

Cheryl J. is a wonderful volunteer. My boyfriend left his tablet on the plane and he realized this at baggage claim. He went to the information booth and Cheryl helped in directing him what to do, called the gate for him, and called back to the gate to check. We ended up getting our tablet back. We truly appreciate all the help Cheryl provided and what an absolute pleasure she was to deal with through everything!