

mspnice award

February 17th, 2016

Greetings Managers,

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



Wendy Lauber, MAC Landside Operations Manager; Cynthia Stevenson, Starr Vann, and Phillip Freeman, MAC Landside Operations; and Phil Burke MAC Director of Operations

Customer compliment:

A double, no make that a triple thank you to Cindy at Terminal 2, Ground Transportation! She went "above and beyond the call" in helping us (my wife in a wheelchair) and our two suitcases to our shuttle. While we waited, she continued to treat everyone with a smile and respect as they asked for help.
She is a real asset to your airport!