

mspnice award

January 27th, 2016

Greetings Managers,

One of your employees, Dan Shern, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Dan for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Dan!



Amana Greene Guentzel, MAC Manager Public Affairs & Marketing,
with Dan Shern, MAC Information & Paging

Customer compliment:

I would like to call and compliment Dan who I spoke with last evening. I was in a panic because I lost my driver's license in the airport yesterday. When I called he was helpful and reassured me. I made a New Year's resolution about 10 years ago that when I received excellent customer service I would always take the time to call or write that I had received good customer service. Thank you to Dan for providing what so many others do not provide.