

mspnice award

July 15th, 2015

Greetings Managers,

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



Bob Anderson and Elayne Gilhousen, Travelers Assistance,
Shannon Gale, MAC Asst. Manager, Facilities, and Marian Ahmed, Travelers Assistance
Shift Supervisor

★ Customer compliment:

I want to tell you Bob and Elayne were so appreciated and helpful. We are from USA but live in Mexico. Our cellular doesn't work in the US, and I wanted to make a 1-800 call, but no public phones available. They offered us to use their cellulers. So, after 20 hours of traveling, we arrived in San Antonio at the hotel that I had made reservations with, using their cellular. Thanks so much!