

mspnice award

August 5th, 2015

Greetings Managers,

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



Christopher Novotny, Hayley Kinkade, Ciera McDuffie, of Super Shuttle and Eric Hudak, MAC Asst. Manager, Landside Operations

★ Customer compliment:

I flew into MSP on Monday evening July 20, 2015. I took a spill at the end of the moving walkway at MSP and scraped my elbow (rug burn). Two young ladies (Ciera and Hayley) at the check in counter offered me bandages and an antiseptic wipe. Truly above and beyond the call of duty! I was very positively impressed with the kindness and compassion these young women displayed. I would like to see some sort of recognition, or a note to their supervisor for inclusion in the personnel file. I would absolutely use Super Shuttle again!