

mspnice award

March 30th, 2015

Greetings Managers,

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



Jerilyn Birnie, Travelers Assistance

★ Customer compliment:

We want to say a big thank you to Jerilyn B., guest services volunteer at Terminal 1. She was most helpful to us after a delayed flight meant we missed our connecting flights and needed accommodations in Minneapolis. We appreciated her knowledge of the area and helpful suggestion. Her kindness toward us made our unplanned stay much more pleasant!

Thank you Jerilyn!