

mspnice award

December 15th, 2014

Greetings Managers,

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



Travelers Assistance Shift Supervisor Jane Zaspel with JoAnn Conney, Travelers Assistance

★ Customer compliment:

When departing from Bucharest, Romania, I had arrived unexpectedly in Minneapolis airport.

Because of the pilots' strike in Frankfurt, my flight route had been changed totally. I felt disoriented and lost, with thanks to Joann C, who helped me understand the connections to my destination. And more than that, she had given me use of her personal phone in order for me to contact my pickup driver.

Minneapolis airport can be proud to have such professional and friendly employees to serve the travelers in need!