

mspnice award

August 25, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Katie Erickson, Elviar Harvel and Billy Todd, MAC Landside Operations

★ Customer compliment:

Our family would like to thank Katie Erickson for her amazing help finding our missing back pack. We got into a cab in the middle of the night with 2 small kids, arriving at our destination missing a backpack. I thought it was gone, but no, when I called she didn't see it in the cab area and offered to run to the terminal and search by the baggage claim! She called us right back and had found our back pack at 1am or so-we were so grateful she took the time to look for it. Next she offered to hold it til morning so we didn't have to go back out in the night!

Many employees would not have gone to baggage claim or offered to hold this! Thank you Katie for going the extra mile and making our traveling so much better!

The Miller Family