

mspnice award

November 23rd, 2015

Greetings Managers,

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



Toby Broberg, Adam Ryan, Mauricio Clarke, Karen Carlin, with Delta Airlines; Phil Burke, MAC Director of MSP Operations; Mohamed Abdelaziz, Kelly Martin, and Lisa Thompson; with Delta Airlines

Customer compliment:

Best airport experience at MSP. We had a group of 7 passengers and had the best service from Carlin and her associates at Delta. Wonderful customer service, polite, quick, and professional. 10 times better experience at MSP than Phoenix (not polite).

5 Star, A + rating!