

mspnice award

November 19th, 2014

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 Karen 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 Karen!



Lori Dehn, Delta; Adam Ryan, Delta; Karen Carlin, Delta; Phil Burke, MAC
MSP Airport Director; Jeannine Ashworth, Delta; Ann Haltman, Delta

★ Customer compliment:

I carelessly lost my wallet with thousands in it on the plane, and the Delta staff called my boyfriend and paged me shortly after. Karen Carlin even went to get it for me so I didn't have to go through security again. Be proud of your team- HONORABLE! Thank you so much!