

mspnice award

January 30th, 2015

Greetings Managers,

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



Eric Hudak, Elviar Harvel, Kim Nguyen, Phillip Freeman, Billy Todd,
and Steve Holes, all of MAC Landside Operations

★ Customer compliment:

Kim was so nice and understanding, with my problem of being lost. She not only helped me with finding a taxi but she helped me find my place without having a nervous breakdown, because I was lost and unsure of my whereabouts.

Thank you Kim!