

mspnice award

February 23rd, 2015

Greetings Managers,

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



Shamia Miller, Sam Kandeel, Adam Ryan, Marcia Elder, Delta Airlines;
Phil Burke, MAC Director MSP Operations; and Stephanie Hampton, Delta Airlines

★ Customer compliment:

On January 30th, we traveled Delta Airlines MSP to MCO. We arrived at the Delta ticket counter at Terminal 1 at about 7:30 a.m. Our vacation started off very well because of the Delta ticket agent named Marcia. Marcia assisted us at the kiosk and with our luggage. She had a positive and charming demeanor and made pleasant conversation with us. We told her that one of our children had an allergy to peanuts. Whether it was coincidence or planned, the flight attendants on board our flight made sure that no peanuts were offered to the our family.

Marcia not only treated our family well, she is also a fine representative for Delta Airlines.