

mspnice award

September 29th, 2015

Greetings Managers,

One of your volunteers, Mark Ziessman, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Mark for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Mark!



Isabella Rhawie, MAC Manager, Concessions & Business Development;
with Mark Ziessman, Travelers Assistance

★ Customer compliment:

I would like to recognize the great assistance I received July 8th. The gentleman who helped me was working at the traveler's assistance kiosk right next to the final stop of the tram (in terminal A/B). His name was Mark Z. and he was not only very helpful, but actually tracked down my lost camera and gave my contact information to the folks at Lost & Found after he called other kiosks to learn that it had been turned in. His help really ensured my vacation/trip started off on the wrong foot after leaving my camera on the tram. Thank you Mark Z.!

Sincerely, Brock Burkett