

mspnice award

April 28th, 2015

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations/Int'l Facilities;
with Mary Keapproth and Jeffrey Cook, Prime Flight

Customer compliment:

Mary was a HUGE help to my father (Harry Burns) and I. She stayed with us from the time we walked in the door, until my Father boarded the plane. I think she was heading somewhere else, and I happened to catch her and ask her for help. She was AMAZING!! She deserves recognition!