

mspnice award

August 18th, 2015

Greetings Managers,

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



Phil Burke, MAC Director of Airport Operations;
with Mike Murphy, MAC Airport Fire Department

★ Customer compliment:

I would like to say that Mr. Mike Murphy with the Airport Fire Department was one of the nicest encounters of our day and maybe our trip!! He was so helpful in his suggestions on where to go and how to spend our layover in your airport. His suggestion made our day!!! He was so kind in coming up to us and asking if we needed any help. I can't say enough great things about him! Thanks!!!

Mandy and Jason Thompson, Jenna and Zach Edwards, and Jeff and Kim Smith