

mspnice award

October 28th, 2015

Greetings Managers,

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



Steve Holes, MAC Landside Operations; Nancy Lo, MAC Facilities;
and Jeff Nawrocki, MAC Facilities

★ Customer compliment:

Nancy, we so appreciate that you came in at 4AM to aid our senior group on September 24th! Unfortunately our driver dropped us in the wrong location that morning. We look forward to meeting you some day. Thank you for your generous spirit and service.

Kathy Hawkins