

mspnice award

July 15th, 2015

Greetings Managers,

One of your volunteers, Nancy Wiggins, 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!



Shannon Gale, MAC Assistant Manager Facilities; Nancy Wiggins, Travelers Assistance; Frank Gray and Marian Ahmed Travelers Assistance Shift Supervisors

★ Customer compliment:

Dear Nancy,
Thank you for walking my keys back through security on Tuesday, May 19th around 3PM. I made my flight and could get into work the next day, thanks to your kindness.

Have a terrific summer!

Randy Powell