

mspnice award

September 8th, 2015

Greetings Managers,

One of your volunteers, Parisa Sadat Seyed Mozafari, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Parisa 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 Parisa!



Parisa Sadat Seyed Mozafari, Travelers Assistance;
with Willie Jones, TA Shift Supervisor

★ Customer compliment:

Norm S and Parisa were so sweet to me in my frustration after missing a flight and my not knowing what to do for the next eight hours of my layover. They quickly helped to turn my mood around, printed out places to eat, and most importantly pointed out the quiet seating area, where I was able to decompress and even catch a quick nap. Thanks so much!