

mspnice award

April 17th, 2015

Greetings Managers,

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



Starr Vann, Kim Nguyen, and Patty Cusack, MAC PSA's, Landside Operations; with Arline Johnson, MAC Assistant Airport Director, Landside Operations

Customer compliments:

Today, Patty at the kiosk at Terminal 1 at ground transportation at MSP retrieved my phone from the ladies room at F10 at about 3pm. She was so helpful and positive in a potentially inconvenient situation. I can't thank her enough. Please let her know how happy and grateful I am.

Sincerely, Marie Calabria.

Thank you, Thank you, Thank you, for Patty and the services this desk provides. My son's phone had been left in the car and he was on a 5:30 flight. Patty was able to get the phone to him, saving all of us endless headaches. Thank you for providing a personal touch. What a wonderful asset.