

mspnice award

December 24th, 2015

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations Coordinator, Luis Anchondo, MAC Asst. Manager T2 Operations; Peg Wiklund, Travelers Assistance; and Scott Skramstad, MAC Manager, T2 Airline Operations

★ Customer compliment:

Peg was alone and right on my request for help to get to the Transit Center in Terminal 1. She showed me on the map she marked, and others along the way (other employees and passengers) were helpful. I felt unsure I was getting where I needed to be. She was friendly, courteous, and articulate and I'm grateful! Not easy for an 83-year old lady but I made it safely and appreciated all the assistance to meet my son in an hour or so when his plane arrived!