

mspnice award

April 20th, 2015

Greetings Managers,

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



Marian Ahmed, Travelers Assistance Shift Supervisor;
with Peggy Smutka, Travelers Assistance

★ Customer compliment:

I arrived with Sun Country and was traveling alone with my bike and a large amount of luggage. Peggy Smutka helped take me to the Delta T1 Terminal and stayed with me the whole way. She was magnificent! Traveling is tiring, hectic and even a little scary. Peggy is a great ambassador for your airport, the Midwest, and Minnesota. Thanks Peggy!!