

mspnice award

June 18th 2015

Greetings Managers,

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



Amanda Greene Guentzel, MAC Public Affairs & Marketing Manager;
with Phyllis Hahn, Travelers Assistance

★ Customer compliment:

Dear Catherine,

Thanks again for helping me. You were all so nice to me. I stayed in Waterloo for 4 days, very nice people. Til the 9th of Nov, I stayed in Oregon with my sister. I had a good time in the USA. Maybe I come back another year, who knows? Catherine, say hello to Sally and Phyllis, I wish you a Merry Christmas and a Happy New Year!