

mspnice award

February 17th, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Public Affairs & Marketing Manager;
Sally Zielike, MAC Information & Paging, and Travis Schuckert MAC Supervisor, Information & Paging

Customer compliment:

I wish to formally thank Sally in your airport information and paging office and commend her performance in her position. My son and his four children were checked in for a 7:00am flight on Delta 1340 Dec. 30. Due to unusually long security check lines, they arrived at the gate at 6:50am and were told that even though their baggage was on the plane, their seats had been given to people on stand-by and they were not seated. They put them on standby for the 9:15am flights which was fully booked and gave them no further assistance. Looking for some help for my son (because two of the children were 15 month old twin boys) I called the airport information number and spoke to a lovely, caring lady named Sally. She gave me suggestions and directions to give my son that would be immensely helpful should he not be able to get on the 9:15 Delta flight. I cannot thank her enough but I did call her back and let her know he and the children made the flight and how grateful we all are for her help. I hope you acknowledge her superior customer service and valuable knowledge.

Sincerely, Lou Ann