

mspnice award

May 29th, 2015

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 Manager, Public Affairs & Marketing; and Sally Zielike, MAC IPO

★ Customer compliment:

On Tuesday, May 26, 2015 I had a small crisis while trying to fly home from Minneapolis International Airport. The story doesn't matter. The point of this email is to tell you how helpful Sally was for us. She was extremely polite, helpful, and understanding. We had made numerous other phone calls prior to calling her and were quite upset at that point due to the lack of understanding and rudeness. I cannot begin to tell you how much she helped with the situation. We just wanted to express our thanks to her! And let you know how valuable of an employee she is to your company!

Thank you!

Alicia Sweet and Linda Shubert