

mspnice award

December 8th, 2014

Greetings Managers,

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



Matt Morrow, Asst. Manager, Grace Dabo, Mary Schumacher, and Avis Gilmore, Supervisor, of World Duty Free Group.

★ Customer compliment:

World Duty Free Mary and Grace helped me while I am recovering from hip surgery 2 weeks ago, and am not very mobile. I inquired where an open place to eat was, and they offered to go for me! The supervisor at McDonalds delivered the order to the handicap bench in D terminal, and then offered the happy meal for me. I am so very grateful!