

mspnice award

September 10th, 2015

Greetings Managers,

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



Atif Saeed, Todd Johnson, Starr Vann, Cynthia Stevenson, Callie Quiring, Phillip Freeman, Travis Athmann, MAC Landside Operations; and Phil Burke, MAC Director of Operations

★ Customer compliment:

Recently, I had a nightmare experience going through the Minneapolis Airport. On two separate occasions I was given misinformation and then when I tried to hire a cab, I was refused by four different drivers who didn't want to take a short run. I am writing this on behalf of Starr who works near door 6. It was Ms. Starr, who when hearing of my dilemma, personally walked out to the garage and threatened the first driver in line who didn't want to take me as a fare. Of all the people that I met that day, Ms. Starr was the only one who represented the airport in a professional manner and actually seemed as if her interests were the same as the passengers going through your airport. Again, I really want to commend Ms. Starr, and hope that the airport does as well.

What a valuable employee that you have in this woman, and I pray that she is recognized.

Thank you, John Colwell