

mspnice award

February 20th, 2015

Greetings Managers,

One of your volunteers, Steve Winnick, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Steve for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Steve!



Lynn Klonowski, Airport Foundation MSP; Steve Winnick, Travelers Assistance;
and Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing

★ Customer compliment:

I lost my luggage and in a panic I asked the info booth for help. I had a plane to catch and Steve Winnick helped by running to retrieve it from the Lost and Found, and delivering it to me at my gate. I am so thankful and cannot express how helpful, positive and pleasant Steve was.

Please give the man a raise!!