

mspnice award

July 27th, 2015

Greetings Managers,

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



Phil Burke, MAC Director of Operations;
Sue Stone and Wayland Willingham, Delta Airlines

★ Customer compliment:

Sue is an exceptional gate agent, who quietly and calmly re-seated a trio of developmentally disabled young adults; recognizing their anxiety of having separated (distant) seating. She enabled this group to focus on their surroundings and relax to prepare for their flight.