

mspnice award

September 24, 2021

Greetings Managers,

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



Jake Anderson, MAC Concessions & Business Development
and Sylvia Zabel, Wings Financial

Customer compliment:

I wish to recognize Sylvia Zabel an employee of Wings Financial Branch at MSP airport.

I needed help and Sylvia stepped up to the plate with professionalism and heart! A perfect combination! Ms. Zabel went far beyond her scope of duties to help me to get my package in the mail as I was a crew member working a flight. Please recognize her for her kind and professional manner!!!