

mspnice award

April 28th, 2015

Greetings Managers,

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



Shannon Gale, MAC Facilities Asst. Manager; Warren John and Jeffrey Cook, Prime Flight

Customer compliment:

★ My family and I would like to thank Warren for doing a wonderful job assisting my disabled mother through security and to our Alaska Airlines departure gate yesterday afternoon.

Warren noticed my mother was having some difficulty walking with her walker through the ticketing terminal, and offered to help with a wheelchair. He was friendly, courteous and professional – and made what could have been a long daunting process, smooth and effortless.

*Thank you, Warren!
Corine Kuehlthau & Family*