

mspnice award

November 10th, 2015

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager Public Affairs and Marketing;
with Catherine Peterson, Travelers Assistance

★ Customer compliment:

I found out my wallet was missing when I tried to pick up my rental car. I panicked and ended up speaking with Catherine who was absolutely wonderful. She called Delta and they found my wallet and she was going to have it delivered to me. An agent for Delta ended up picking up and delivering to me. Catherine stayed in touch with me to let me know an agent had it and called back a few minutes later to make sure I had it.

Excellent customer service!