

mspnice award

November 10th, 2015

Greetings Managers,

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



Daniel Shern, MAC Information and Paging Office,
with Amanda Greene Guentzel, MAC Manager Public Affairs and Marketing

★ Customer compliment:

I needed assistance from Southwest Airlines, but there phones must not have been working because I could not get through. I needed information so I called MSP's Paging and Information line and reached Dan. He was the most helpful wonderful man. I haven't flown for a while and had questions. He was very patient and gave me directions, and I appreciate people like that.

I believe calling in and giving credit when it's due, and I wanted to give Dan a positive note! We need people like him!

Joyce Hansen