

mspnice award

November 10th, 2015

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager Public Affairs and Marketing;
with Marie Kvistero, Travelers Assistance, and Marian Ahmed, Travelers Assistance Shift Supervisor

★ Customer compliment:

I wanted to commend two very helpful people, Marie K and Norm, who helped me on Sept. 11, 2015 after I had forgotten my phone at home. When my wife delivered it to the airport it was brought to me in time for me to catch my flight.

Their quick action and friendly demeanor saved my trip.

-Walter Albertson