

mspnice award

March 23, 2021

Greetings Managers,

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

Customer compliment:

I would like to give a huge compliment to Zoe Gilkison at the Hubert Humphrey terminal in Minneapolis. I forgot my ID and she was incredibly friendly and made me feel comfortable and that she was doing everything she could to help my situation. She was calm and patient with my situation- she was my absolute hero. Please know what an amazing employee she is!