

mspnice award

September 1st, 2022

Greetings Managers,

Two of your volunteers, Barry and Melanie Kirby, were recently each awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Barry and Melanie for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 to the Kirby's!!



Melanie Kirby, Jeff Prauer, and Barry Kirby, Travelers Assistance

Customer compliments:

★ Just a note to let you know that you have two very special volunteers in Barry and Melanie Kirby.

I would have had a difficult time navigating from terminal one to terminal two by myself.

Your organization made a big difference to me today.

Ann Strange