

May 29, 2013

Greetings Managers,

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

Way to go!

Arlie Johnson,
Assistant Airport
Director, MAC
Landside Operations
and CSO Lead
Pankou Moua with
CSO Kelly Fitzhenry



CUSTOMER COMMENT

Police Officer Fitzhenry saved my day by locating my computer which was accidentally left in a taxi on the way to the airport. She tirelessly made calls to the taxi company, viewed security video cameras attempting to locate the taxi we arrived in, and continued on when many would have given up. Thanks to her I had my computer back before our flight left for Paris. She not only deserves to be thanked for her kindness and for being so helpful; she also deserves to be rewarded for her efficiency, her professionalism and her perseverance. She showed the very best example I know for police Officers all over the world! Once again, thank you very much Police Officer Fitzhenry!

-Lucie Bordes, France