

June 5, 2013

Greetings Managers,

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

Way to go!

Brad Johnson, MAC Purchasing Manager and Arlie Johnson, Assistant Airport Director, MAC Landside Operations with Nancy Fortier



CUSTOMER COMMENT

Near the end of April I left a special paperback, given to me by the author, in a restroom stall on concourse D after being in a rush from Philly to catch a Minot flight. The book ended up being found and turned in at Chili's. I was already back in Minot, ND. The Lost and Found Rep, Nancy, was so kind and organized when I called her the next day in an attempt to find the book, which I had little hope of finding. With her help, I was able to find the book but I was unable to get back to the Twin Cities until this week end, 5/18/13. Again, Nancy saw to it that I got my book and still had time to get to my Denver flight. She is an outstanding employee and reflects great credit on the Team serving the public at the Minneapolis-St. Paul Airport. Please recognize her. And please thank her for me. She is a delightful, talented professional.

-Pat Clisham