

June 11, 2013

Greetings Managers,

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

Way to go!

Phil Burke, MAC,
Director of MSP
Operations with
Katherine Anstett



CUSTOMER COMPLIMENT

Katherine saved my flight to Canada. I was separated from my daughter by security and unable to reach her. Katherine went back into the airport and found my daughter and brought her to me so that I could get my boarding pass & continue my trip to Canada.

-Carol Berger