

mspnice award

January 29, 2014

Greetings Managers,

One of your volunteers, Nancy Stefan, was recently awarded with an MSP Nice 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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Travelers Assistant, Nancy Stefan

★ Customer compliment:

I accidentally lost my wallet. The lady who is in charge at the information desk helped me a lot. She called the lost and found office and security checkpoints. She also taught me what to do when I lost my credit cards and security card with a great deal of patience and responsibility. I felt warm and like I was cared for by family. She reminded me of my grandmother who lives in another continent of the world. This is the best airport I've been to because of the people with warm hearts.