

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

July 18, 2013

Greetings Managers,

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

Way to go!

Phil Burke, MAC,
Director of MSP
Operations with
Gloria Smith,
CBR Airport
Retail/Minnesota!



CUSTOMER COMPLIMENT

Thanks to Gloria, my travel to the airport was not the disaster it could have been! She found my wallet, which I set down after making a purchase and dashing off.

Fortunately, everything was in it, and she was very gracious. Thankful and appreciative, I will stop by again.

-Lisa Wilson