

July 19, 2013

Greetings Managers,

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

Way to go!

Phil Burke,
MAC,
Director of MSP
Operations with
CSO
Kelly Fitzhenry



CUSTOMER COMPLIMENT

Two passengers from Bemidji, MN were departing on July 9, 2013 out of Terminal 2. They were traveling on Sun Country Airlines to Alaska. As they were seeking assistance they encountered officer Kelly Fitzhenry-226. They are very grateful for the assistance provided by Officer Fitzhenry and want to say thank you. They described Officer Fitzhenry as “helpful and friendly.” They would also like to say thank you to those involved in the hiring process of Officer Fitzhenry.