

mspnice award

January 14, 2014

Greetings Managers,

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



Travelers Assistant, Elayne Gilhousen with Jeff Nawrocki, Assistant Director, MSP Operations

★ Customer compliment:

Elayne was very helpful in giving me information on a hotel to stay at since I missed my flight and had to stay in Minneapolis overnight to continue tomorrow on to my destination. A compliment to her!

-Marita Prendergast