

mspnice award

January 8, 2014

Greetings Managers,

One of your volunteers, Marty Schaefer, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Marty for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Marty!



Travelers Assistant, Marty Schaefer with Phil Burke, Director of MSP Operations

★ Customer compliment:

I just wanted to tell you that Marty was an excellent help this morning guiding me to checkpoint 10 when my flight was about to board. I wouldn't have made it without him. Thanks Marty!

-Vicky Illk