

June 24, 2013

Greetings Managers,

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

Way to go!

Pat Hogan,
MAC Director
of Public
Affairs and
Marketing with
Dennis Yeager



CUSTOMER COMMENT

I called the airport to ask a question on Tuesday, June 4th around 11 CST. The man that answered the phone was very helpful. He answered my question about foreign currency then transferred me to that department. The lady there wasn't very easy to understand, but I was able to figure out that they had the currency my daughter would need on her trip to Europe. This was very reassuring to a nervous mother sending her 18 year old daughter to Europe for 3 weeks! If all of your employees are as helpful & friendly as that man, you have done a great job in hiring!! Unfortunately, I didn't catch his name. Please pass on my thanks to him!

-Lisa Watson