

July 26, 2013

Greetings Managers,

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

Way to go!



Arlie Johnson, Assistant Airport Director, MAC Landside Operation and Phil Burke, Director of MSP Operations with Katie Erickson

CUSTOMER COMPLIMENT

I just wanted you to know how much your hospitality meant to my Mom and I! You were truly an angel in disguise for us tonight. I have never had a 10 hour layover at an airport before and you made it so comfortable for us, all while keeping a smile that never left your face. I know that many other customer service personnel would not have done half of what you did for us tonight. From helping us order pizza right in the nick of time, to answering our MANY questions, to eventually bringing us mattresses, blankets, and pillows when you saw me sleeping uncomfortably on the seat. You even offered to help us find a quiet place to sleep, and the most important thing is you did this all while helping the many other passengers that needed assistance. I really don't know how you do it, but I would like to say keep up the great work!

-Kim J and U Edo, Dallas TX