

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

July 25, 2013

Greetings Managers,

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

Way to go!



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

CUSTOMER COMPLIMENT

I want to thank Shamsu for her excellent, pleasing service in finding us 2 hotel rooms in a sold out city. Her keen use of Priceline and friendly smile made our long day very easy, especially when both our cell phones were dead.

-Kevin Swark