

July 26, 2013

Greetings Managers,

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

Way to go!



Arlie Johnson,
Assistant Airport
Director, MAC
Landside Operations
and Phil
Burke, Director of
MSP Operations
with Nancy Lo

CUSTOMER COMPLIMENT

I'm sending this note to compliment Nancy Lo in your Landside Operations Department! Because of extra work done by her I was able to obtain the right hotel room on the night of 5/15/13. Due to a delayed incoming flight I missed a connection and unexpectedly needed to find a hotel for the night. Delta provided me with a discount coupon for a "Customer Day Room" but based on just a telephone call to the room provider I believe I would have had difficulty getting the right room. Because your information booth gave me Nancy's hotel listing, when I called the room provider I could be more selective and get the right room for me, thus making my hotel stay better. Thanks again.

-John Peterson