

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

August 14, 2013

Greetings Managers,

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

Way to go!

Phil Burke, MAC,
Director of MSP
Operations and
Butch Howard,
HMS Host with
Latira Burnip



CUSTOMER COMPLIMENT

From the moment I walked into O’Gara’s Bar and Grill I was cheerfully greeted by Latira. Her bubbly and warm personality (not only to me, but to other customers, as well) made the place feel warm and welcoming. She called out her regulars as old friends and it made me feel that I want to come back again and again so I could be one of them, too. While I do not travel frequently, all my travels connect in MSP, as Canada is my frequent destination. I do know this will be my go-to restaurant when layovers allow. Thank you Latira for a wonderful experience!

-Marie