

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

August 14, 2013

Greetings Managers,

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

Way to go!

Butch Howard,
HMS Host and
Phil Burke, MAC,
Director of MSP
Operations with
Amy Rice



CUSTOMER COMPLIMENT

I just wanted you to know what excellent service I received from Amy R. on June 25, 2013. She helped me navigate through the menu and with airport directions. She also helped out with my being stranded overnight at the airport and offering suggestions for the best place to rest for the night. She went above and beyond in her helpfulness and you have gained a new customer for Ike's. Please thank her again.

Robert E. Myers