

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

September 10, 2013

Greetings Managers,

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

Way to go!

Dan Foster, MAC
Assistant Airport
Director, Airline
Operations with
Michelle Quirk,
HMS Host/
Fletcher's Wharf
and manager, Elsa
Woldtensay



CUSTOMER COMPLIMENT

I'm writing as a weary traveler who happened to stop for "dinner" at Fletcher's Wharf at the MSP International Airport. After a friendly hostess found me a seat near a wall charger to power up this iPhone; I was treated to the friendliest service by Michelle.

She really lifted my spirits and was very fast on coffee refills (without having to ask); she knew the menu well and made some excellent recommendations. Your seafood bisque is some of the best I've ever had...and I consider myself pretty well versed in the topic. Please give Michelle and your crew at the MSP Airport an extra thanks for me.

-David Fisher, Pittsburgh, PA.