

mspnice award

October 1, 2013

Greetings Managers,

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



Les Ellesson, MAC, Assistant Manager, Facilities with Rhonda Harbour, Delta Air Lines

Customer compliment:

I simply wanted to contact you to let you know how accommodating, pleasant and helpful one of your employees was to myself and my boyfriend during a recent flight with Delta. Rhonda H. went above and beyond and exceeded any and all expectations we could have had for the Minneapolis Airport with her outstanding customer service and delightful personality in general. We would both like to thank you for choosing such great employees to work for your airline and your airport. Thank you again!

- Carly Binge