

mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Cindy Stevenson

★ Customer compliment:

I am writing you to let you know about a great experience I had at the Minneapolis Airport yesterday.

At the information desk, Cindy Stevenson, who works for PSA, went out of her way to help me get to the train. She was incredibly kind, helpful and understanding of my escalator phobia.

Please acknowledge this outstanding employee. Thank you.

-Kathleen H.