

mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Jamie Thao

Customer compliment:

Excerpt from the parent of a child who attended the Navigating Autism program at MSP:

Cristopher had a really great time touring the airport. Our guide, Jamie Thao, was very understanding and a wonderful host. She is so patient and knew how to approach Christopher, which made the experience even better. She also gave us very valuable information that we would otherwise not know, such as where the quiet areas are in the airport should Cristopher need a quiet place to de-escalate. This is definitely an experience that will be highlighted when Cristopher presents his Star of the Week story in an upcoming school activity.