

mspnice award

October 15, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Connie Davis

Customer compliment:

On September 16, I was much distressed not being able to find my husband who was not feeling well and our flight to Denver was taking off. Connie Davis gave me her cell phone to make an emergency call and offered assistance at this time. Her consideration was greatly appreciated.

-Mary Grisby