

mspnice award

November 18, 2013

Greetings Managers,

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



Travelers Assistant, Peg Wiklund with Scott Skramstad, Manager, Airline Operations, Terminal 2 – Humphrey

★ Customer compliment:

Thank you very much for having the cot room at the airport and friendly, helpful volunteers at the Information booths that know how to find the cot room. I have severe chronic health problems which require me to lay down flat after being up for 3 continuous hours. (Sitting in a chair doesn't work). Being able to use the cot room helped me a great deal. Again, thank you very much for the cot room and the volunteers.

-Joe Belleferrille