

mspnice award

November 18, 2013

Greetings Managers,

One of your volunteers, Joe O'Connor, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Joe for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Joe!



Travelers Assistants, Joe O'Connor and John Sherman with Shannon Gale, Assistant Manager, MAC Facilities

Customer compliment:

I would like to sincerely thank the two gentlemen who were very kind and courteous to help arrange for sleeping items for my overnight stay at the airport. They were both able to help me with all my questions and are wonderful people. God bless and keep up the good work.

- David Singh