

mspnice award

November 27, 2013

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Mark Zeissman, Travelers Assistance

★ Customer compliment:

I arrived in Minneapolis and could not figure out where my luggage was. I stopped at the information stand and two people were there. Mark Zeissman was so kind and patient as he pointed to the area and walked me to it. Thank you for having these people available for us.

-Beth Ann Compent