

mspnice award

December 6, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations with Michele Westlund, Travelers Assistance

Customer compliment:

Excerpt from email: I wanted to take a moment to recognize the very positive impression made by someone whom I assume was a customs volunteer stationed to greet incoming international flights at MSP. As we exited the jetway, the most enthusiastic, friendly, helpful woman was there directing the passengers and answering questions as we disembarked. Above and behind her was the "Welcome to the United States of America" sign. I thought to myself, and commented to my travel companion, that she gave such a wonderful first impression of the United States to those foreign travelers, with her smile, energy and enthusiasm.

- Sue Nankivell