

mspnice award

December 16, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations and Phil Burke, Director of MSP Operations with Philip I, Passenger Services Assistant, MAC Landside Operations

Customer compliment:

Phillip I. was the most helpful airport staff person I have ever met. I missed the connection between Alaska Air and Iceland Air, and he tried everything possible to get me rebooked. He worked well past the time that would be needed if the solution had been solvable. I was very stressed and I got the help I needed to not become hysterical - thanks Mr. I.

-Lucille Harmon