

mspnice award

December 19, 2013

Greetings Managers,

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



Community Service Officer, Kelly Fitzhenry with Phil Burke, Director of MSP Operations

Customer compliment:

We are the students from Kazakhstan and would like to thank MSP Airport staff for giving us a priceless help especially Airport Police (Community Service) Officer Ms. Fitzhenry with doing her best to find a contact member of St. Mary School in order to pick the group up and managing to find a school bus at parking area of airport. Kazakhstan students will never forget your help.