

mspnice award

December 19, 2013

Greetings Managers,

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



World Duty Free Managers, Sharon Adler and Sarah West, MAC Manager, Concessions & Business Development, Becky Zwart with Irene Wood, Author's Bookstore

★ Customer compliment:

I just wanted to share that I visited the Authors bookstore at MSP Airport on Nov 1. I was served by Irene and she was lovely. There was an older woman in front of me and Irene was so patient and sweet with her. Her excellent customer service extended to my transaction as well.

Thank you!

-Carolynn Tooth