

mspnice award

June 27th, 2016

Greetings Managers,

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



Wendy Lauber, MAC Manager, Landside Operations; with Andrea Zasada, MAC Landside Operations

Customer compliment:

I was having a lot of trouble locating Sixt car rental today and was getting very frustrated at the lack of directions. I ask at the information desk in the tram area and a wonderful woman, Andrea Zasada, not only listened to me and when she could tell how frustrated I was, she took me to the rental desk. It was quite hidden from view. She so graciously took her time to help a very tired and frustrated traveler. You have a wonderful employee in Andrea and she made my day so much better. I have a really good view of your airport and the people there now. Thank you Andrea!

Patricia Locks Sonoma, California