

mspnice award

December 12th, 2016

Greetings Managers,

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



Katlyn Kaiser, MAC Operations, with Diane Prange and Tolstoy, Travelers Assistance

★ Customer compliment:

My daughter and I recently travelled with a layover in MSP (10/17, approx. 12:30 pm). While walking through to connect to my next flight (from Terminal D to G), there was a Pet Therapy organization with a dog. Whoever made the decision to allow them to be there, I am offering a HUGE THANK YOU. Studies have shown how pet therapy can have mental and health benefits, and I experienced that personally. I was very tired and stressed and only one minute petting

Tolstoy made me feel so much better. I encourage MSP to continue to allow these organizations to provide such an unexpected and much appreciated service. I know with security and other concerns, this is a not a simple process to allow them access. Again, thanks!