

mspnice award

December 9th, 2016

Greetings Managers,

Three of your volunteers, Joel, Jan, and Charlie Knoepfler, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize the Knoepfler's for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Joel, Jan, and Charlie!



Joel, Jan, and Charlie (the dog) Knoepfler, Travelers Assistance

★ Customer compliment:

I traveled for work for over 15 years but for some reason I never made it through MSP airport. On my return trip from the U.P. of Michigan this past Wednesday I caught my connection to DFW through MSP. What a beautiful airport. Easy to navigate, modern, lots of restaurants and retail and I got to pet Charlie the schnauzer therapy dog at beginning of Terminal C. What a great idea to help calm nervous flyers or quiet down some over-excited little children. I'm sure you hear enough complaints on a day to day basis so I wanted to pass on some positivity!

Thanks, Nancy