

mspnice award

December 27th, 2016

Greetings Managers,

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



Lynn Klonowski, Airport Foundation, Volunteer Coordinator;
and Karen Evans, Travelers Assistance

Customer compliment:

I had left my phone in my driver's car and wanted to try to reach him before he drove too far from the airport. Karen was at the Info Desk and was gracious enough to let me use her cell phone since it was an out of area call. It saved me because the pay phone wasn't working right. Thank you Karen!