

mspnice award

August 11th, 2016

Greetings Managers,

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



Scott Skramstad, MAC Manager, T2 Operations;
with Lynn Klonowski, Travelers Assistance Volunteer Coordinator

★ Customer compliment:

Lynn,

Thank you for going above and beyond to help me make my flight arrangements after my flight was cancelled Thursday. You made a difficult situation much better!

Dawn

(the lady trying to get to Chicago)