

mspnice award

August 31, 2016

Greetings Managers,

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



Marilyn Quilling, Travelers Assistance; with Judith Brandt, Travelers Assistance Shift Supervisor

★ Customer compliment:

I would like to mention the wonderful hospitality, helpfulness and compassion expressed by your employee Marilyn. This was a difficult time making connections with another Winnipeg friend (who also is not familiar with your airport) with WiFi connections not engaging. Marilyn used her personal phone to contact my friend (Winnipeg number) and gave accurate directions that insured my being picked up at the airport.