

mspnice award

August 11th, 2016

Greetings Managers,

One of your volunteers, Mark Ziessman, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Mark for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Mark!



Jeff Prauer, Travelers Assistnace Shift Supervisor, Mark Ziessman; Travelers Assistance; and Shannon Gale, MAC Facilities Asst. Manager

★ Customer compliment:

Mark Z was extremely amicable and helpful. He is exactly who you should speak to, for friendly information.

More airports should learn from him.