

mspnice award

December 19th, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing;
with Marty Schaefer, Travelers Assistance

★ Customer compliment:

Marty the Volunteer is an absolutely terrific human. So warm and welcoming. I was unsure where to go to make my connection (your airport is significantly bigger than ours in Saskatoon!). Marty made sure I knew where to go and was entertaining at the same time! What a terrific ambassador for your city!