

mspnice award

August 18th, 2016

Greetings Managers,

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



Phil Burke, MAC Director of Airport Operations; Starr Vann, MAC Landside Operations; and Gary Warren MAC VP, Planning, Development & Environment

★ Customer compliment:

On June 14th I was at the information desk by the rental cars in Terminal 2 and had a great experience with an employee named Star. I needed transportation to Terminal 1 and she gave me the information, helped me watch for the bus and even took my bag for me. During all of this she helped others and was cheerful during all of this. I did not expect this level of assistance but certainly appreciated it.