

mspnice award

December 30th, 2016

Greetings Managers,

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



Steve Winnick, Travelers Assistance,
with Amanda Greene Guentzel, Manager MAC Public Affairs and Marketing

★ Customer compliment:

My husband and I came from SA this AM. He realized his glasses were left on the plane when he got to baggage claim. I made many attempts to return to the gate with no luck or assistance from anyone in security. Thank the lord for Steve Winnick in Travelers Assistance. He made numerous phone calls, located the glasses and personally went back to the gate to hand deliver them to me. He is friendliest and most helpful volunteer I've ever met.