

mspnice award

June 27th, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing,
with Sue O'Toole, Travelers Assistance

Customer compliment:

These two ladies were so nice and so kind to my husband and I after we both took falls on an escalator earlier in the day. I hit my head and back hard and they took us in, made us comfortable on recliners, and gave me a pillow and blanket and ice for my head.