

mspnice award

July 26th, 2017

Greetings Managers,

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



Barb Kaster, Travelers Assistance; Wendy Lauber, MAC Landside Operations;
and Carmela Giardina, Travelers Assistance

Customer compliment:

Carmela and Barb are wonderful. They had a blank envelope for me (long shot!) and while I filled it out I got to listen into their advice to other people- they're so nice and fun and reassuring to the nervous travelers.