

mspnice award

March 24th, 2017

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Glenda Tejada, Baggallini;
and Nick Maddox, St. Croix Promotions & Retail, Inc.

★ Customer compliment:

I would like to commend your employees at the airport. I purchased a rolling bag this AM at the Minneapolis airport. Not only did she send my old bag to my home but I accidentally forgot my coat there and she put the coat into my shipped bag. I have since called about it and one woman went to the other store to see if it was in the bag. It was thankfully and a friend is picking it up from Mary at the main store. All in all there were 3 female employees that were hot on the trail of my coat.

I can't thank you all enough for going the 'extra mile' for me.

Cathy McCready