

mspnice award

December 27th, 2017

Greetings Managers,

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



Katlyn Kaiser, MAC Operations, with Holly Parker & Bailey, Travelers Assistance

Customer compliment:

What a joy! Bailey (the golden retriever) and her owner, Holly, made SUCH a big difference in my stressful day. What a wonderful program and what a compassionate woman and her dog. Thanks to all involved. You've lifted my heart!