

mspnice award

July 13th, 2017

Greetings Managers,

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



Wendy Lauber, MAC Manager, Landside Operations; Peng Xiong, Intern, Landside Operations; and Jack MacBean, Travelers Assistance

Customer compliment:

This man went out of his way to contact my daughter, because my flight to Houston was cancelled. He was very helpful and thoughtful regards my travel plans.

Thank you!

Bill