

mspnice award

May 23rd, 2017

Greetings Managers,

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



Matt Grimm, MAC Manager Concessions and Business Development,
with Karel Smith, Travelers Assistance

Customer compliment:

I just want to tell you that Karel and Karl helped me in finding my purse that I left in the women's room. It was "my life" in my purse but Karel took the time to accompany me at the C4 counter. They said the janitor found my purse and handed it to the Delta counter. I want to make sure you credit them for their honesty and the desire to help a person in need.