

mspnice award

September 25th, 2017

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Katherine Heikes, and Kirsten Frisch, XpresSpa

Customer compliment:

We flew through MSP airport twice on this trip (international flight). Your airport is fabulous! Lots to see and do, yet very manageable in size. Very clean! In particular, I want to say how pleasant the staff is! From the friendly lady at Travelers Assistance (Sally), to Katherine at the XpresSpa, to the staff at Customs... what professional, helpful and welcoming people. Great shops and variety of restaurants. We will fly thru here again, but more importantly we want to visit Minnesota :)