

mspnice award

March 7th, 2017

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager Public Affairs and Marketing,
with Kathi Huenemann and Cooper

★ Customer compliment:

Thank you for the Therapy Dog, "Cooper". I have never seen such a program in another airport, and being able to pet him and speak with his handler was very relaxing and made the day better. I also noticed how much more at ease and happy people were that visited with him. Please keep doing this program.

*Thankfully,
Tony Lourence*