

mspnice award

December 11th, 2017

Greetings Managers,

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



Kin-Shing Lun, Travelers Assistance, with Jeff Prauer, Travelers Assistance Shift Supervisor

Customer compliment:

This note is to inform your management team that Kin has been an excellent help for our family at the airport today. He has excellent customer service relations skills.