

mspnice award

June 26th, 2017

Greetings Managers,

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



John Hewitt, Travelers Assistance Shift Supervisor, and Marilyn Quilling, Travelers Assistance

Customer compliment:

Marilyn was so helpful and pleasant. She helped located items that had been left on a Delta shuttle car; arranged for the hotel shuttle and a wheelchair for my mother.

Her cheerful attitude helped 'destress' a stressful situation and it was a pleasure interacting with her.