

mspnice award

May 10th, 2017

Greetings Managers,

One of your volunteers, Mary Foss, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Mary 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 Mary!



Scott Skramstad, Kevin Griffin and Dan Foster, MAC T2 Operations;
with Mary Foss, Travelers Assistance

Customer compliment:

* I was helped by a very very kind and informative person by arrivals at the airport by Mrs. Mary Foss. She was very nice to me as I am not used to travelling by myself from Amsterdam to Denver.

**Christie Klukas was impressed with one the info booth workers, Mary Foss. Mary assisted Christie's autistic son who had been stranded at the airport until they could coordinate a ride for him. Christie was so pleased that Mary was able to not only help coordinate the pickup, but she also assured Christie that would keep an eye on the boy until his ride finally arrived. Christie said she was really impressed with the airports ability to provide such helpful volunteers.