

mspnice award

September 20th, 2017

Greetings Managers,

One of your volunteers, Mary Halatyn, was recently awarded with an MSP Nice Award. 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!



Mary Halatyn, Travelers Assistance; with Lindsay Scherer, MAC Public Affairs and Marketing

Customer compliment:

I had a great experience! Long story- I was giving my grandson's phone to a security guard to get to him on the plane, but gave him mine rather than his. Carol D and Mary H were a huge help and they located my phone and got it back to me. Almost got 2 parking tickets but they were nice too. Great job!