

mspnice award

May 3rd, 2017

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, Facilities;
with Nancy Wiggins, Travelers Assistance

Customer compliment:

I picked up the wrong coat from the overhead bin on the airplane. Realized my mistake when walking to baggage claim. After I got to the baggage claim, I explained my problem to the volunteer at the Information desk. She immediately thought to page that area to see if anybody had my coat. Within minutes, a woman came up and we exchanged coats. Problem solved. Thank you volunteer Nancy W!