

mspnice award

February 7th, 2017

Greetings Managers,

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



Pat Koontz, Airport Foundation; with Shannon Gale, MAC Asst. Manager, Facilities

★ Customer compliment:

Pat Koontz at baggage claim helped me a lot in getting the right place for accommodation.

She also helped me a lot in getting routes for my University like bus and train routes.

Thanks a lot! Everyone here supported me and helped me a lot.