

mspnice award

June 8th, 2017

Greetings Managers,

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



Isabella Rhawie, MAC Manger Concessions & Business Development;
with Penny Ziessman, Travelers Assistance

Customer compliment:

Your Information Desk associate, Penny, was a very bright light for us on a gloomy day yesterday afternoon. Please offer her our sincere appreciation and gratitude.

Her countenance and attitude were exemplary.

*Stan and Jeanie Kramer Portland, OR and Hackensack,
MN*