

mspnice award

January 31st, 2017

Greetings Managers,

One of your employees, Rik Wenzel, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Rik for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Rik!



Rik Wenzel, MAC Landside Operations; Phil Burke, MAC Director of Operations;
and Cindy Stevenson, MAC Landside Operations

★ Customer compliment:

I want to let you know that my best friend and I were traveling through Minneapolis from Chicago and LA respectively. We encountered Rik and Cindi at the information desk and they were so amazing fun and friendly. We were there to visit Paisley Park and pay our respects to our beloved PRINCE. My best friend and I have been Prince fans since we were 12 and even though we are nearly 50... we still "ADORE" him! We almost went "CRAZY" when we saw the Prince Inspired Christmas Tree at the Information Desk... it was truly a "BEAUTIFUL ONE".

Rik and Cindi were so enthusiastic and we could see the love and dedication that they have to their jobs and to your airport customers. We want to congratulate and thank you for your team!

Airport travel can be tough, but Cindi and Rik were a great ending to our amazing visit to your "E CITY"!

*Happy New Year!
Kimberlee*