

mspnice award

May 30th, 2017

Greetings Managers,

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



Shirley Knutson & Sunny, Travelers Assistance;
with Jane Zaspel, Travelers Assistance Shift Supervisor

★ Customer compliment:

I had the pleasure of meeting Shirley and Sunny at MSP today. I wanted to thank you for the work they both do. Having a dog for people to visit is an excellent program to alleviate the stress of flying. It's a nice respite, even for us flight crew. Keep up the good work!

Thanks, Brandon Bolde