

mspnice award

June 12th, 2017

Greetings Managers,

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



Stephen Carlson, Travelers Assistance

Customer compliment:

I can't give you enough stars for the wonderful experience we had at the Travelers Aid Center. It was a life saver. When we got to the Airport we were early and we both of us got really bad colds from our trip to MN/WI for the week. Being early and sitting down by our plane was not something we were looking forward to. I reminded my husband about the Travelers Center and went to the Information Booth and ask and it was 3 shops from where we were. When we saw the 2 black reclining chairs we both relaxed in them till @ 4:30 as our plane was supposed to leave at 5:30. We were sooooo tired and having the Travelers Aid Center was a god send. We both fell asleep. Steve Carlson and Tom Simensen were the Volunteers that day and they were soooooo nice to us. Keeping us informed about our plane schedule and Catherine Peterson was there making sure there wasn't something they could do for us. THANK YOU for everyone taking care of us and having the TA Center for us when we needed it the most. We have used it before as we are from Minnesota and we are so glad it is still at the airport. THANK YOU, THANK YOU and THANK YOU again.

Rich & Lorraine Ring