

mspnice award

September 20th, 2017

Greetings Managers,

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



Sue Nicholson, Travelers Assistance; with Lindsay Scherer, MAC Public Affairs and Marketing

Customer compliment:

Sue N was extremely helpful and courteous. I have traveled through most US Airports and many international ones and I have never received the care and kindness she showed me. Above and Beyond what is expected at an airport info counter. Thank you!