

mspnice award

April 5th, 2017

Greetings Managers,

One of your volunteers, Wendy Hitch with Getty, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Wendy 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 Wendy and Getty!



Wendy Hitch and Getty, Travelers Assistance; and Katlyn Kaiser, MAC Operations

★ Customer compliments:

I met the most wonderful dog today in the bookshop at G4. Her name is "Golden Girl Getty", a beautiful Golden Retriever. She is so calm and peaceful and loves to be petted. It made me feel so much better and so much happier and peaceful and calm. Thank you so much Golden Girl Getty.

I met Getty at the MSP Humphrey Terminal while waiting for my flight. I was struck by how mellow she was and how engaging the handler was- making it easy to interact with them. Animals are comforting and make people smile and happy. They bring a sense of calm- all is right with the world! A wonderful service!