

mspnice award

March 9th, 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!



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

Customer compliment:

Just met Wendy and Getty. Having a soft, gentle fur friend to stop and say hello to me came at the best time. On a short layover I received some sad news. Getty gave me comfort and a chance to gather my thoughts. A service much appreciated. Thank you!

Getty was about as sweet as they come, and we thoroughly enjoyed getting to pet a fur-baby during our travels. Gave us a little peace during the hustle and bustle of traveling. WONDERFUL to see in an airport!