

mspnice award

March 26th, 2018

Greetings Managers,

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



Catherine Peterson, Shift Supervisor, Travelers Assistance;
and Lynn Klonowski, Volunteer Coordinator, Travelers Assistance

Customer compliment:

Avonne Johnson, Air Choice One passenger, left a message regarding Catherine Peterson, who assisted Avonne on Monday, March 5 when the blizzard hit and her flight was cancelled. Catherine put her in the Cot Room and Avonne called to express her appreciation. Avonne came to TA in a wheelchair and needed to spend the night. She also thanked the "aid" who helped her get to her gate in the morning.