

mspnice award

March 16th, 2018

Greetings Managers,

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



Katlyn Kaiser, MAC Operations; Connie Anderson, Travelers Assistance;
Lindsay Scherer, MAC Public Affairs & Marketing

Customer compliment:

While passing through MSP, a button popped off of my uniform jacket. I went to the information counter and asked if they knew what store I could go to acquire a needle and thread so that I could make a quick repair. I was told to go to the main information office where they were better equipped to help me out. About 1 minute later I arrived at the main office and was greeted by a very helpful woman who was already searching for a needle and thread (the previous info desk person had called ahead and told her of my need). The needle and thread were quickly located and another woman, Connie, came over and sewed the button back on. Not only did she sew on the button, but she also took time to teach me how to do it. When she was done she refused any kind of payment (money/coffee) and simply stated; "That's what we're here for."

I want to express my appreciation to Connie who worked so quickly to help remedy my situation. Because of their quick actions my jacket lacked a button for a mere 15 minutes. Connie and her co-workers were very nice, efficient, and represented the MSP airport very well. Thank you for hiring such quality people!

*Captain Ric Morgan
Delta Air Lines*