

mspnice award

August 1st, 2018

Greetings Managers,

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



John Hewitt, Travelers Assistance Shift Supervisor; and JoAnn Conney, Travelers Assistance Volunteer

Customer compliment:

I was completely lost trying to print a hard copy of a visa before an international flight. With absolutely no other options, JoAnn coordinated multiple groups inside and outside of security to help me get the visa printed off. JoAnn was very helpful, on the ball and was coordinating and helping other customers as they came by while skillfully handling my issue. Many thanks!