

mspnice award

August 17th, 2018

Greetings Managers,

One of your volunteers, Ken Mack, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Ken for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Ken!



Ken Mack, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

Customer compliment:

- ★ Ken went above and beyond to help me when I discovered I had left my phone on the plane. He immediately found out what gate I came from and called them. I'm so grateful he was able to help me out. A Delta agent came within 20 minutes to bring me my phone which also contained my ID, military ID, credit cards. Ken was truly a life saver.

Thank you Ken