

mspnice award

December 6th, 2018

Greetings Managers,

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



Cedric Ellingson, Latira Burnip, and John Scheiderich, Republic; Matt Grimm, MAC Manager, CMAA; and Taylor Jacobson, Republic

Customer compliment:

Thank you for your awesome service today! With the great recommendation- the burger was amazing! And more so for making me feel comfortable as I want to board my plane- I am very afraid to fly. You have beautiful eyes and a contagious smile!