

mspnice award

September 27th, 2018

Greetings Managers,

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



Liz Grzechowiak, MAC Assistant Director, CMAA; Laurie Roufs, MAC Manager, Airport Conference Center; and Naomi Pesky, MAC Vice President, Strategy & Stakeholder Engagement

Customer compliment:

Ms. Laurie Roufs was a professional ray of sunshine. An early AM layover urgent call fax needed to be resent ASAP. Although a busy early AM in the Conference Center, she was delightfully accommodating and facilitated a really important document getting in, on time. It made my week!