

mspnice award

November 20th, 2018

Greetings Managers,

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



Marilyn Quilling, Travelers Assistance; Laura Sartain, Travelers Assistance Director

Customer compliment:

Marilynn was extremely helpful to me locating my wife who was forced to take a different plane from Amsterdam and I needed to know the airline and arrival time. It took several calls and at the same time she helped several others, while remaining calm and pleasant to all. What terrific service- better than the airlines!