

mspnice award

March 21st, 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; and Jane Zaspel, Travelers Assistance Shift Supervisor

Customer compliment:

Marilyn from the Info Desk saved my day. My debit card got stuck in the ATM. I was on the verge of panic when Marilyn saved me from what would have been a difficult day by rescuing my card from the machine. She is my hero today!