

mspnice award

July 3rd, 2018

Greetings Managers,

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



Mary Foss, Travelers Assistance; with Julie Jergens, Volunteer Manager, Airport Foundation

Customer compliment:

I had the opportunity to visit your Information desk near the Baggage Claim area. Mary F was on duty and was very helpful. She very clearly answered my question concerning how and where I could take the "Blue line" train to the downtown area where my hotel was located. She is a great Ambassador for the airport and the area.

I also wanted to say how beautiful your airport is. I wish ours in St. Louis looked this nice and welcoming.

Terrific job all around.

Best wishes, Tim