

mspnice award

May 14th, 2018

Greetings Managers,

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



Mary Pat Speltz, Travelers Assistance; and Julie Jergens, Travelers Assistance, Volunteers Manager

Customer compliment:

Just want to thank Mary Pat for her help. She was our guardian angel by not only telling us but showing us how to find the car rental area and giving us hotel information after our flight was cancelled. Thank you for providing this service!