

mspnice award

December 14th, 2018

Greetings Managers,

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



Ben Owen, Airport Foundation, Patricia Carlson, Airport Foundation- Musician, and John Anderson, Airport Foundation

Customer compliment:

I connected through MSP on 11/30. I really enjoyed the musical performers, particularly the harp player in the Terminal 1 Mall area.

She was very relaxing and having musical performance had a material impact on my connection experience.

Well done!!!