

mspnice award

June 20th, 2018

Greetings Managers,

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



Judith Brant, Shift Supervisor, Travelers Assistance and Penny Ziessman, Travelers Assistance

Customer compliment:

- ★ Penny Z was working the Info Booth and provided me with knowledgeable directions and advice and went out of her way to provide me with bus directions and booklet schedule. She went above and beyond- appreciated her pleasant demeanor.