

mspnice award

June 22nd, 2018

Greetings Managers,

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



Bashir Hers, Starr Vann, Larry Burgett and Rik Wenzel, MAC Landside Operations;
with Phil Burke, MAC Director of Operations

Customer compliment:

Upon my arrival at MSP on Saturday, April 28th my girlfriend was lost at Terminal 2 and Starr assisted myself and girlfriend with reuniting us at the Terminal 1 Tram location. She was source of comfort for both of us by keeping a level head when we were both confused, tired, and lost in an airport we had never been to before.

Starr provided detailed information about how to navigate the airport and things to do in the area.

We really enjoyed our stay in MPLS. Thanks to Starr we laughed about the event and talked about Starr's customer service skills all weekend. She would make a great trainer for new employees.

Starr, thanks again for assisting us last Saturday afternoon.

Mr. Calvin Corbett