

mspnice award

March 1st, 2018

Greetings Managers,

One of your volunteers, Wendy Hitch and Getty, were recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Wendy 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 Wendy!



Jane Zaspel, Travelers Advisor Shift Supervisor, and Wendy Hitch and Getty, Travelers Assistance

Customer compliment:

I was flying back to South Dakota with my siblings on Christmas Day- to go to my mom's funeral. All our flights had been delayed. It was Christmas and I was heartbroken. Then my sister brought me over to see Getty, the airport "service dog". She and her human guardian were full of compassion and love and brought peace and joy during a difficult time. Thank you!

Got to meet Getty- what a sweet girl. Was a fun experience and hopefully the pups are around for a long time. I travel every week and regardless of leaving or coming home to MSP I always take the time to pet the pups.