

mspnice award

July 16, 2019

Greetings Managers,

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



Jerry Fingerman, TA Volunteer, Arlene Fingerman, TA Volunteer with John Hewitt, TA Operations Coordinator

Customer compliment:

I had a broken cell phone and was looking for a pay phone to alert my wife that my Delta flight to LGA was delayed two hours. The dynamic duo, Arlene and Jerry, let me use their cell phone to call her.

Very, very compassionate people. Very kind and helpful to someone in need.

Santo Sampino