

mspnice award

June 13, 2019

Greetings Managers,

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



Bonnie Laird, TA Volunteer with Laura Sartain, Travelers Assistance Director

Customer compliment:

Bonnie Laird, Travelers Assistant MSP, was an angel. She assisted me from TERMINAL 1 T LEVEL to Sun Country Airlines at Terminal 2. I came from Delta Air Lines Terminal 1 to go see my son who is having prostate cancer operation, I flew from Ford airport from U.P. Michigan to Minneapolis, Minnesota. No one else would help me.

Thank God for Bonnie and a pilot named John. I am 74 years old.

Paula Todish