

mspnice award

January 18th, 2019

Greetings Managers,

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



Cindy Stevenson, MAC Landside Operations; and Jeff Nawrocki, MAC Assistant Director, Landside Operations

Customer compliment:

Cindy Stevenson came to my mom's rescue when she assisted us in retrieving my mom's purse left on the Groome Transportation shuttle. She guided us to the counter and met the driver who delivered the purse to her.

It was a very welcome sight to see Cindy's face who delivered the purse and directed us on our way to catch our flight!