

mspnice award

March 5th, 2019

Greetings Managers,

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



Marcia Smith, Travelers Assistance

Customer compliment:

I was stuck in MSP during a snow storm. Marcia went out of her way to explain how to get to Mall of America, how the train works, how to store my luggage there (and what it costs). Marcia was amazing, friendly and a life saver.