

mspnice award

April 16th, 2019

Greetings Managers,

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



John Hewitt, Travelers Assistance Shift Supervisor, and Pat MicMillan, Travelers Assistance

Customer compliment:

- Pat M and Cordy H were lovely and seem to perfectly embody "Minnesota Nice". A helpful, kind attitude for weary travelers.

JS