

mspnice award

June 13, 2019

Greetings Managers,

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



Penny Zeissman, TA Volunteer with Chuck Salloway, TA Shift Supervisor

Customer compliment:

Penny Z. was absolutely amazing! I needed to know dining options in Concourse E and she gave all of the options by memory, with detail, and a wonderful smile.

AMAZING!!

Jacob Kinsman