

mspnice award

June 20, 2019

Greetings Managers,

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



Shelly Lopez, Customer Experience Coordinator with Phil Burke, Asst. Director, Customer Service

Customer compliment:

Mehr Aslani, Rachel and Shelly

You were all so accommodating and informative when we came to the airport. You showed us many interesting things about the airport, plus we got to ride the tram, which was a new experience for most of us.

Thank you for a very interesting day - you are all very good at what you do!

Park Center Senior High