

mspnice award

May 8th, 2015

Greetings Managers,

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



Isabella Rhawie, MAC Manager, Concessions & Business Development;
Shirley Halvorson, Red Balloon Bookstore (WDFG); and John Nelson, WDFG

★ Customer compliment:

My husband and I were traveling through Minneapolis and purchased the wrong book. With very little time to spare, Shirley was able to help us get the right book. She wasn't able to a traditional return but found a way to a make it work. Just wanted to let you know of what great service she provided!

Sincerely, Lindsay Laux and Trevor Pittman