

mspnice award

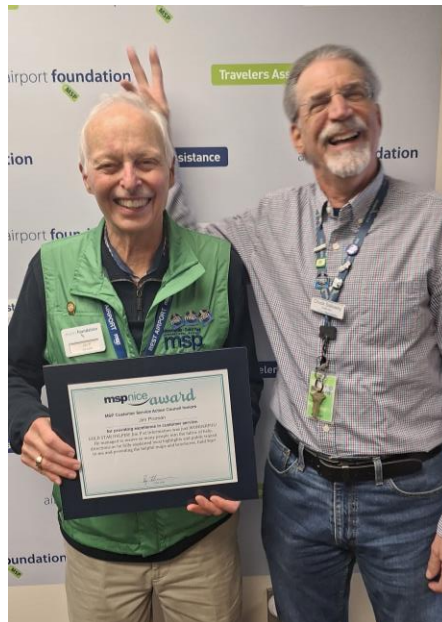
October 16th, 2023

Greetings Managers,

One of your volunteers, Jim Proman, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Jim for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 to Jim!



Jim Proman, with Chuck Salloway, Travelers Assistance

Customer compliment:

GOLD STAR HELPER! Jim P at Information was just **WONDERFUL!** He managed to weave so many people into the fabric of help, directions as he fully explained local highlights and public transit to me and providing the helpful maps and brochures. Gold Star!