

mspnice award

February 17th, 2016

Greetings Managers,

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

Our thanks go out to his 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 Phil!



Wendy Lauber, MAC Landside Operations Manager; Cynthia Stevenson, Starr Vann, and Phillip Freeman, MAC Landside Operations; and Phil Burke MAC Director of Operations

Customer compliment:

- ★ On January 28th, I needed help to decide where to wait, or go to ride to where my car was. It was very expensive to go to any hotels for just a few hours. I am so glad that I met your worker Phil Freeman, and I am appreciating all that he did for me. He helped me to feel comfortable to stay at the airport. I hope that you will let him know how good of a worker he is. Thank you so much.