

# mspnice award

February 13, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Marty Schaefer, Travelers Assistance

## ★ Customer compliment:

I would like to commend your roving customer service officer named Marty. As my wife and I entered MSP looking for the shortest TSA line, Marty greeted us and our conversation ended in him directing us to the TSA Pre-check line (noted on our ticket). His sharp eyes and friendly spirit is a good example of Minnesota friendliness. It's a reason that we continue to live in Minnesota in spite of the horrendous winters. Marty is a valuable asset to your team and I want to recommend him for your commendation.

*-Patrick Foley*