

mspnice award

February 24, 2014

Greetings Managers,

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



Joe Rine, Travelers Assistance with Shannon Gale, MAC Assistant Manager, Facilities

★ Customer compliment:

Joe was spectacular! I'm traveling with my Dad, his wheelchair, and lots of bags. Joe very kindly helped get us to the Delta bag drop.

If the world was more like Joe it would be a better place! And of course he wouldn't even take a tip!

- Stephanie Timberlake