

mspnice award

March 21, 2014

Greetings Managers,

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



MAC Landside Operations, Passenger Services Assistants (back row) Nancy Lo; Starr Vann; Cynthia Stevenson; Larry Burgett; Arlie Johnson, Assistant Airport Director/Landside Operations; Travis Athmann and Jeff Courteau, Manager, Parking Systems (front row) Elviar Harvel, Heidi Sagerer, Rik Wenzel and Shams Gelle

★ Customer compliment:

Travis went way out of his way to help us. We came in at 11:30 p.m. and had a park-n-fly with the Ramada at MOA. I'm in a wheelchair and they would not help. Travis tried hard to find a handicap vehicle at 12:30 a.m. but he couldn't do it, so we hired a taxi to take my husband to the hotel while Travis helped me keep calm. He is a very nice, very special man. Thank you for your service.

-Betty Bailey