

# mspnice award

April 11, 2014

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Travelers Assistant, Dave Christenson

## ★ Customer compliment:

From: Search Beyond Adventures Staff

We've used the Travelers Assistance Program numerous times, and every time they have been so kind, helpful and courteous. Most recent experience was Wed., Feb. 26. Judy and Dave who were working noon-4 helped with getting a group of persons with disabilities to McDonalds – and even assisted by going to baggage claim to retrieve a needed item! These acts helped so much to reduce stress and anxieties and make the trip so much smoother. Thank you Travelers Assistance!