

mspnice award

April 25, 2014

Greetings Managers,

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

Our thanks go out to her 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 Deb!



Carlos Cox, TSA, Deb Lottmann, TSA, and Phil Burke, Director of MSP Operations

★ Customer compliment:

I discovered and used the 'TSA Cares' website for a recent trip from Minneapolis to Orlando. My dad is afraid of flying and has early onset dementia. Deb Lottmann, from TSA, met us very early on March 15th at Terminal 2 and instantly put my dad at ease while waiting for our tickets, and was extremely helpful assisting him through security. Deb was great and was instrumental in starting our trip off well. TSA's involvement in our trip made it less stressful and was a very positive experience for my dad, who is actually talking about flying again. Thanks for everyone's help, it was appreciated.

-Julie Hanson