

# mspnice award

May 7, 2014

Greetings Managers,

One of your employees, Dave Schouvieller, 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, MAC Landside Operations with Dave Schouvieller, Operations Agent, MAC Landside Operations

## **Customer compliment:**

Dave Schouvieller and Cindy Stevenson went above and beyond to retrieve my cell phone that I left in a taxi. Their efforts made it possible to have my phone returned, which gave me back so much personal information and photos! I commend their efforts and service! Amazing!!

*-Heather Wilson*