

mspnice award

May 9, 2014

Greetings Managers,

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



Alan Bode, Travelers Assistant with Linda Lewis, Supervisor, MAC Facilities

★ Customer compliment:

My experience was not good until two volunteers helped me get a charter bus to Duluth and one pushed me in a wheelchair all the way to where the bus picked me up. I'm 85 years old and handicapped and I don't know what I would have done. They really were angels.

-Constance Heise