

# mspnice award

May 14, 2014

Greetings Managers,

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



Travelers Assistant, Herb Strozinsky, with Shannon Gale, Assistant Manager, MAC Facilities

## Customer compliment:

I am writing in regard to a volunteer who assisted me today by the name of Herb Strozinsky. I was extremely concerned about my son who was flying in from New York, but I didn't have the flight number. He kindly and efficiently located all the New York flights that were in, and assured me that they had all safely landed. I travel often myself, and use your airlines and I am always exceptionally satisfied by the service, kindness and efficiency. Thank you so much.

-Nancy A.