

mspnice award

May 28, 2014

Greetings Managers,

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



Phil Burke, Director, MSP Operations with Bob Lucas, Travelers Assistance

★ Customer compliment:

Thank you for hosting the Navigating Autism event. We also would like to say that we LOVED Bob!! He was our tour guide and he was AWESOME! We feel so lucky that we were paired up with him. When doing these types of activities, you never know what other people will say or do. Bob had the most amazing demeanor and Jonah felt so comfortable with him. When we first arrived, Jonah was having major anxiety issues. Bob made it all better! I don't even know if he knew that, but he MADE this activity so easy. Please thank him again for us.

-Vicki Trimble