

mspnice award

June 16, 2014

Greetings Managers,

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



Jeff Nawrocki, Assistant Director, MSP Operations/Facilities with John Loebner, Travelers Assistance

Customer compliment:

Customer called the airport to share the great customer service provided by John Loebner. She was unable to locate her luggage and was assisted by John who went to work immediately and was able to locate it. She also noticed John cheerfully assisting other passengers, as well!

-(caller) Lynn Hensrud