

mspnice award

June 27, 2014

Greetings Managers,

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



Jeff Courteau, MAC Manager, Parking Systems with Passenger Services Assistants, Billy Todd, Andrea Reis, Travis Athmann, Heidi Sagerer, Elviar Harvel and Cynthia Stevenson

★ Customer compliment:

I'd like to thank your MSP Customer Service Representative, Travis Athmann, PSA, for retrieving my smart phone and keeping it safe until I returned to MSP to claim it. Mr. Athmann was alert, personable, professional and courteous. I cannot thank him enough. Given that this was my first time visiting Minneapolis, he carefully pointed out the routes I needed to take for both my hotel and the nursing facility. His directions were clear and I arrived at both destinations without going off course.

Your information booth is an important component of Minneapolis St. Paul International Airport. Please convey to Mr. Athmann how crucial his judgment was in averting a personal crisis.

-Thomas Draper