

# mspnice award

August 15<sup>th</sup>, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Dave Steenson, Travelers Assistance

## ★ Customer compliment:

Yay! I lost my phone. I am a doctor. My phone is my life. Many thanks to Jim and Dave for helping me out.