

# mspnice award

August 21<sup>st</sup>, 2014

Greetings Managers,

One of our volunteers, Jerry Tiegel, was recently awarded with **TWO** MSP Nice Awards! The MSP Customer Service Action Council (CSAC) is proud to recognize Jerry 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 Jerry!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Jerry Tiegel, Travelers Assistance

## ★ Customer compliments:

Jerry T. helped us at the Red Desk and helped make it possible for me to see my friend. We also found out he came from around the same area and shared a laugh. Thank you for making this transition easy and enjoyable.

Quite excellent! Jerry gave a recommendation for French Meadows and my dining experience was tasty! I was grateful as well for the conversation that ensued upon my return.

May you continue to have such kind, knowledgeable, personable volunteers. Give him accolades or raise and a promotion!