

mspnice award

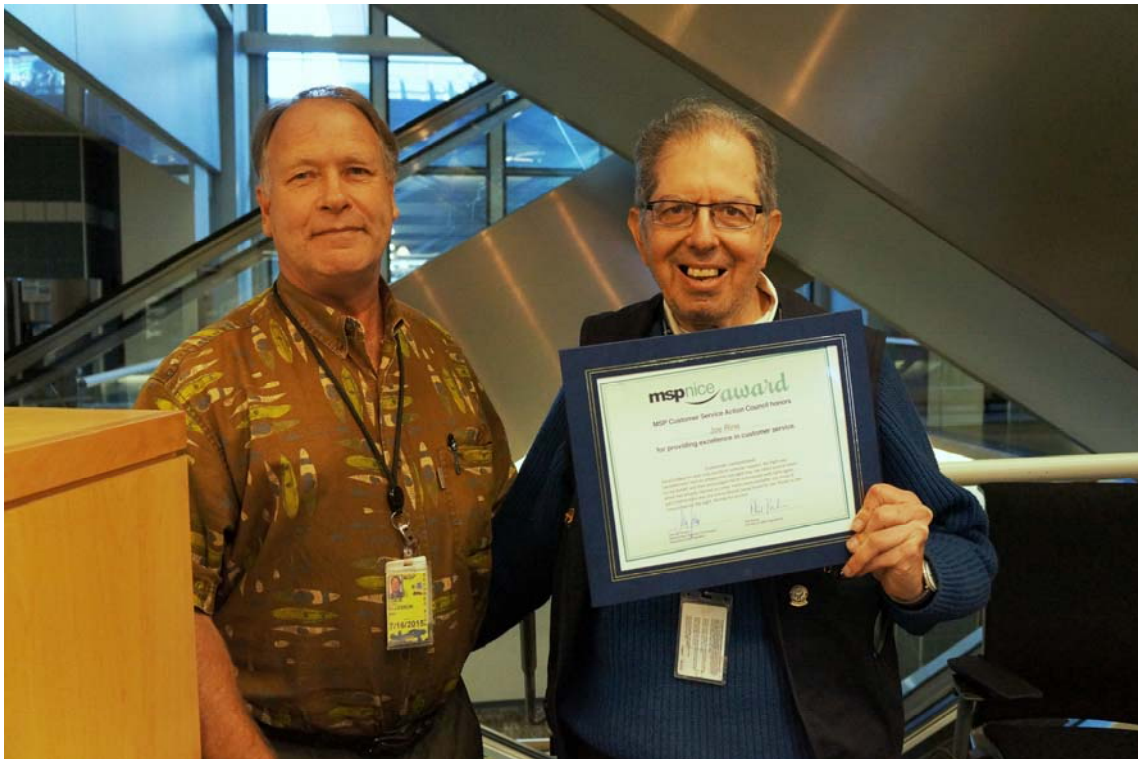
September 19th, 2014

Greetings Managers,

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



Les Elleson, MAC Assistant Manager, Facilities, with Joe Rine, Travelers Assistance

★ Customer compliment:

Joe provided me with truly excellent customer support. My flight was cancelled and I had an unexpected overnight stay. Joe called several hotels on my behalf, then encouraged me to remonstrate with Delta again, which had already claimed no comp. rooms were available- the result of Joe's intervention was one (miraculously) being found for me. Thanks to Joe, I have a bed for the night.

Wonderful service!