

mspnice award

January 16th, 2015

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!



Joe Rine, Travelers Assistance, with Linda Turner, MAC Facilities Supervisor

★ Customer compliment:

I arrived to Minneapolis St. Paul on January 8, 2015. I am from Venezuela and I came to Minnesota to improve my English languages skills. So how I do not speak English and it was my first time traveling alone, it would be a big trouble for me contact the hotel where I would state and find the Hotel shuttle stop without the airport information centers. So I would like to thank you for you excellent service.

And I would like thank specially to Mr. JOE who was friendly and helpfully information worker man during my stay in the airport. He was working in the luggage claiming area.