

# mspnice award

June 11<sup>th</sup>, 2015

Greetings Managers,

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



Corey McKusick, Bob Casey and Dustin Dodge, MAC Airport Fire Department;  
with Roy Fuhrman, MAC Vice President, Management & Operations

## Customer compliment:

I just wanted to take a moment to send a thank you to the MSP fire department. Yesterday while traveling alone for my first time, I became crippled with abdominal pain. I was so scared. Two firemen showed up and took amazing care of me. They made me feel very comfortable and reassured me many times that I was not a nuisance. They took me in a wheelchair to my gate which was very far. I definitely wouldn't have made it without their assistance. I didn't get to express my appreciation in all the chaos but I am truly so thankful for their service. If you're able to identify these two men, please pass along my gratitude. The medicine kicked in on my flight and I made it home without any more problems, thanks to them! Keep up the great work!!

*Sincerely,  
Christina Lehn*