

mspnice award

April 16th, 2015

Greetings Managers,

One of your volunteers, Bob Rathje, 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!



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

★ Customer compliment:

As I rushed to the airport after leaving Park and Ride, I realized I had left my cell phone in my car. I went to the info booth and Bob and Jerry were working and let me use his cell phone. Jerry from NY was very nice. I appreciate how nice those "gents" were! Shout out to them!

Thanks!