

mspnice award

March 24th, 2016

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!



Rick Valentino, MAC Facilities Manager, with Bob Rathje, Travelers Assistance

★ Customer compliment:

My name is Nhi Luu, I am travelling alone. Bob R. was very helpful when I asked for direction to Greyhound Bus Station. Even though we had several problems when we were asking for help with various phone numbers, he didn't give up and continued to ask for exact information. He tried every way to show me the easiest and fastest way to get to the station. I really appreciate his help. Thank you for your enthusiasm Bob R.!

*Sincerely,
Nhi Luu*