

mspnice award

April 7th, 2016

Greetings Managers,

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



Dave Steenson, Travelers Assistance, with Jeff Nawrocki, MAC Assistant Director, Facilities

Customer compliment:

I went to the Information desk right inside American Airlines door and met Dave S.

He was very friendly and most helpful- for us inexperienced travelers.

He set up my internet up on my phone so I could get my important messages!