

# mspnice award

January 6<sup>th</sup>, 2016

Greetings Managers,

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



David Liddle, Travelers Assistance; with Jeff Nawrocki, MAC Assistant Director, Facilities

## ★ Customer compliment:

The volunteers David Liddle and Martha Zachary, were so very helpful! I was totally lost and they were so clear as to where I needed to go.

I LOVE this airport.

So easily navigated and logical set up for food, parking and security!