

# mspnice award

February 4<sup>th</sup>, 2016

Greetings Managers,

One of your employees, David Sterling, 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 Sterling, Lida Jimenez-Moncayo, Robert Bradford,  
Kyra Casebolt, Chewan Tucker, Ian Harcus, Sahro Hirsi, Air Serv;  
with Phil Burke, MAC Director of Operations; Duane Smith, and Roosevelt Muhammed, Air Serv

## ★ Customer compliment:

I would like to commend the Great Service we had from David Sterling upon our arrival back into MSP last Tuesday afternoon 12/29/15. My mother cannot walk well at all and his help from the plane to baggage to the car was exceptional and much appreciated.

*Tom Carhart*