

# mspnice award

March 24<sup>th</sup>, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager Marketing and Public Affairs;  
Harry Burke, Travelers Assistance; and Willie Jones, Travelers Assistance

## ★ Customer compliment:

I was looking for a place to eat. Jerry at the info booth asked whether I wanted fast food or sit down. I said sit down, and he mentioned 4 places and directions. I went to Ike's, a very nice selection and service.

Jilly, my server was great. I came back to thank Jerry and Harry was there. I asked Harry for a good place for dessert. He suggested a few.

They are both very knowledgeable and an asset to MSP.