

mspnice award

February 4th, 2016

Greetings Managers,

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



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 wanted to write a note and let you know what a great job Ian did yesterday. My husband had a back injury and Ian pushed him in a wheelchair all the way from the jet bridge to our car. He also gave me some help with our luggage.

He represented you all very well.

*Thanks,
Kay Biga
Duluth, MN*