

# mspnice award

April 22<sup>nd</sup>, 2015

Greetings Managers,

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



Joe Debaun, Bradford Airport Logistics;  
with Isabella Rhawie, MAC Manager Concession & Business Development

## ★ Customer compliment:

I just wanted to sincerely thank you for your support of Walkway's installation at MSP. Between your helping hands at the loading dock, your transportation of the equipment to the F3/C11 sites and your general availability for questions - you made the experience a breeze. I wanted to specifically thank Justin for his support in breaking down the boxes and removing of the cardboard/waste. I hadn't planned for that piece of the puzzle and wouldn't have been able to do it without him. I believe he stayed after his shift to help me out and I really appreciate your team going above and beyond.

*Thank you,  
Kari Severson*