

mspnice award

September 8th, 2015

Greetings Managers,

One of your volunteers, Joe Rine, 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 Rine, Travelers Assistance, with Willie Jones, TA Shift Supervisor

★ Customer compliment:

I dropped a friend off and realized later he forgot his jacket in my backseat. Also realized I left my cell phone at home so talked to Joe regarding options. I paged my friend twice but he has a bit of a hearing problem so that didn't work, so Joe walked and hand delivered the item to my friend at his gate. Joe- you were wonderful!