

mspnice award

April 7th, 2016

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, Facilities; with John Loebner, Travelers Assistance

Customer compliment:

We had an amazing time on our Navigating Autism tour. We were warmly greeted and taken on a very informative tour with a great tour guide – John. Meeting the pilot and boarding the plane was awesome. When our son got on the plane, the noise was a bit overwhelming, and when he sat down in his seat, he said he didn't think he would be able to fly on our upcoming trip. BUT, after spending some time on the plane and hearing from the captain, his anxiety began to subside. I know he will still be anxious when we leave, but he has a familiarity with the process now that will help make our trip more successful.

We are SO very grateful to you. Thank you for your work in supporting the ASD children and families in our great state!

Heidi Schara