

# mspnice award

April 18<sup>th</sup>, 2016

Greetings Managers,

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



Marty Schaefer, Travelers Assistance;  
with Jeff Nawrocki, MAC Assistant Director, Facilities

## ★ Customer compliment:

Want to say big thank you to airport volunteer Marty!  
Great attitude, very kind and helpful! Thank you Marty,  
sorry I didn't catch a last name. He helped us in the  
check-in area.