

mspnice award

April 17th, 2015

Greetings Managers,

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



Amanda Greene Guentzel, Manager, Public Affairs and Marketing;
with Norm Spilleth, Travelers Assistance

★ Customer compliment:

Norm was an awesome volunteer and helped our group of 24 by escorting us from Customs to Terminal A- personally.

So outgoing, personal, friendly, and helpful!