

mspnice award

July 13th, 2015

Greetings Managers,

One of your volunteers, Norm Spilleth, was recently awarded with two MSP Nice Awards. 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!



Patrick Hogan, MAC Director, Public Affairs & Marketing; with Norm Spilleth, Travelers Assistance

Customer compliment:

** Norm S and Parisa were so sweet to me in my frustration after missing a flight and my not knowing what to do for the next eight hours of my layover. They quickly helped to turn my mood around, printed out places to eat, and most importantly pointed out the quiet seating area, where I was able to decompress and even catch a quick nap. Thanks so much!

** I traveled from San Jose to Toronto on May 5th with a stopover in Minneapolis. I wanted to share my wonderful experience with the airport volunteer named Norm. He was able to recognize I was lost and in need of assistance. Norm not only walked me to where I needed to be and ensured I made it on time, but his pleasant and friendly manner was so appreciated and made me want to take the time to give him recognition. Thank you for the wonderful service from your volunteer helpers at the Minneapolis Airport. *Sincerely, Amy Hayashida*