

mspnice award

November 23rd, 2015

Greetings Managers,

One of your volunteers, 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!



Norm Spilleth, Travelers Assistance; with Rick Valentino, MAC Manager, Facilities

★ Customer compliment:

I wanted to commend two very helpful people, Marie K and Norm, who helped me on Sept. 11, 2015 after I had forgotten my phone at home. When my wife delivered it to the airport it was brought to me in time for me to catch my flight.

Their quick action and friendly demeanor saved my trip.

-Walter Albertson