

mspnice award

February 9th, 2016

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; Jane Zaspel, Shift Supervisor, Travelers Assistance; and Jeff Nawrocki, MAC Assistant Director, Facilities

★ Customer compliment:

I was on a 4 hour layover headed to Chicago. As an Airport Manager from O'Hare, I always like to visit and tour other airports. I met Jane Zaspel who provided me outstanding support in my quest. I was also introduced to "Norm" who provided me with a walking tour of the airport highlights. Norm's knowledge of the airport was outstanding. Thank you to Jane and Norm! I will come again!