

# mspnice award

December 31<sup>st</sup>, 2019

Greetings Managers,

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



Joel Parra and Paul Lokowich, Prime Flight; and Luis Anchondo, MAC T2 Operations

## **Customer compliment:**

My daughter had surgery and needed a wheelchair. ✨

Paul was on break outside, saw us, brought a wheelchair out and helped us get checked in and to our gate. He went above and beyond and made travelling with someone who was unable to walk so much easier. ✨