

# mspnice award

December 21<sup>st</sup>, 2015

Greetings Managers,

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



Peter Rubbert, AirServ; with Shannon Gale, MAC Facilities Assistant Manager

## Customer compliment:

I am writing to let you know about the wonderful care I received yesterday, Dec. 12 from Peter Rubbert. I required assistance from the plane to my bags and Mr. Rubbert was the man who provided it. I came in from Zambia, via Nairobi and Amsterdam, so it had been a long day! Mr. Rubbert met me at the aircraft door with a wheelchair and got me through immigration, customs, and to my parent's car. He was not only delightful, but he was also very kind and helpful. He talked to me about my flight and what do and made me feel as if I was the center of his attention. It was such a nice way to enter back into the U.S. The efficiency of his service was greatly appreciated by both me, and my parents. I am thankful there are people like Mr. Rubbert at the airport to provide that service. I am from Minneapolis originally and as I said, it was a wonderful homecoming, but I am even more proud that this kind of service is there for people passing through our State.

Please thank Mr. Rubbert again from me for his kind service.