

mspnice award

June 25th, 2015

Greetings Managers,

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



Phillip Freeman, Kim Nguyen, Elviar Harvel and Billy Todd, MAC Passenger Service Assistants, Landside Operations; with Phil Burke, MAC Airport Director

★ Customer compliment:

I am a 73 year old lady not used to traveling alone so asked Mr. Freeman for hotel phone numbers. He was kind enough to call hotels for me and I was able to get a room very reasonably. I am very appreciative of his help as he made my awful day of traveling in the air a much better ending.

Thank you Mr. Freeman!