

# mspnice award

April 11<sup>th</sup>, 2016

Greetings Managers,

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



Rick Valentino, MAC Facilities Manager;  
with Jeff Nawrocki, MAC Assistant Director, Facilities

## ★ Customer compliment:

Rick,

Thank you so much for taking the time to give me and Scott a behind-the-scenes tour of MSP Airport. As we mentioned that afternoon what we were able to see and do exceeded our expectations in so many ways. I know that you must be very busy, so knowing that you took a few hours out of your day to make this happen really means a lot to me. That was certainly a day I'll never forget. Thanks again!

*Sincerely, Annie Flodin*