

# mspnice award

September 9<sup>th</sup>, 2014

Greetings Managers,

One of your volunteers, Tom Roberts, was recently awarded with an MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Tom 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 Tom!



Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities with Tom Roberts, Travelers Assistance

## Customer compliments:

I would like to thank you, your staff and in particular Tom Roberts for assisting my dad, Hans Knol, during his transfer at MSP. Not being aware if your organization at the airport, I was very relieved to receive your call, reassuring that he was in perfect hands. He arrived well in Denver and continues to talk how friendly and helpful everyone was, making his long trip with delays into a memorable and pleasant experience. Special thanks to Tom, I'm sure my dad will keep talking about him for a long time. He told me how Tom went out to get a coffee together and made sure to let the people at the coffee stand know that 'this man is from Holland, where they know good coffee' and knew exactly what to order. My dad loved the coffee Tom ordered. Little things that make a difference to the day! Thank you very much again!

*Frederik Knol*