

mspnice award

March 12th, 2015

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations;
with Roy Crockett and Jim Ganci, Southwest Airlines

Customer compliment:

Roy had returned a customized bag tag (with a photo of me and my granddaughter) that he found on the ramp via the mail.

Roy took the time to care...and he mailed it on his own time and dime.

Thank you very much. I appreciate that you took the time to do this!

Daniel