

mspnice award

November 2nd, 2015

Greetings Managers,

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



Luis Anchondo, MAC Asst. Mgr. Airline Operations/Facilities, T2; Tim Ivers, Travelers Assistance; and Scott Skramstad, MAC Manager, Airline Operations/Facilities, T2

★ Customer compliment:

Stopped by the Information booth to ask a few questions. Gentleman working there (Tim Ivers) was very helpful and had such a wonderful personality. Very much enjoyed chatting with him. Seemed to have a good answer for everything...until we tripped him up by asking if the info booth had a good recipe for pork and sauerkraut! What a pleasure he was!