

mspnice award

March 30th, 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!



Scott Skramstad, MAC Manager, Airline Operations; with Tim Ivers, Travelers Assistance; and Dan Foster, MAC Assistant Airport Director

★ **Customer compliment:**

Thanks so much to Tim
who let me use his phone
in a time of great need.