

# mspnice award

December 23<sup>rd</sup>, 2019

Greetings Managers,

One of your employees, Tom McDanel, was recently awarded with an MSP Nice Award. 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!



Chris Robertson, Jason Knoll, & Tom McDanel, OTG; and Jay Noseworthy, MAC CMAA

## **Customer compliment:**

Tom, the server at the Minnibar this evening, is excellent. I've listened to him interact with other customers for about 45 minutes and he treats everyone with respectful friendliness, even though not one has been able to navigate the tablets without help! Tom represents your company very well.

*Kim Pierce  
Irvine, CA*