

# mspnice award

October 13<sup>th</sup>, 2015

Greetings Managers,

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



Atif Saeed, MAC Assistant Director, Landside; with Tony Sappanos and Christopher Novotny, Super Shuttle

## ★ Customer compliment:

I wish to express my thanks to Tony with Super Shuttle. He assisted me in finding my shuttle to Marriott Bloomington, even though he works for a different company. I speak Japanese as a first language and having a hard time, Tony helped me out.