

mspnice award

February 4th, 2016

Greetings Managers,

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



Kyra Casebolt and Victor Svikis, AirServ;
with Phil Burke, MAC Director of Operations

★ Customer compliment:

Please recognize Victor Svikis. He helped me with 2 passengers last Thursday and both took a very long time with no tip. He personally took the double amputee passenger from F13 to A5 on an extremely tight connection that we got notice of from SLC. It could easily have been a missed connection. Then he assisted me with another passenger who had missed an international flight. With all her stuff, we went to get her a meal, some tea, and he was so kind and caring. He also went back to check on her, as her flight wasn't for a while. Please provide some recognition and something nice for him....he really deserves it.

Thanks,
Cheryl Eliason