

# mspnice award

July 7<sup>th</sup>, 2022

Greetings Managers,

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



Phil Burke, MAC; Paul Lokowich, Prime Flight; Katlyn Schenck, MAC; and Gerald Lebakken, Prime Flight

## **Customer compliments:**

I write to bring to your attention to commend the extraordinary help Paul Lokowich provided a disabled passenger at Terminal 2 in MSP.

Paul was extremely personable and made checking in a bag very easy, met me at the car rental return desk and brought me to the gate in a superb, caring, and helpful way. He was an absolute godsend!