

July 16, 2013

Greetings Managers,

One of your volunteers, Bruno D., was recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bruno 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 Bruno!

*Way to go!*

Bruno Drews,  
Travelers  
Assistance with  
Linda Lewis,  
MAC Facilities  
Supervisor



### CUSTOMER COMPLIMENT

Lots of friendly advice. Even helped us fix our broken suitcase!

Thank you, Bruno!

-Heather Searano