

May 8, 2013

Greetings Managers,

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

Arlie Johnson, Assistant  
Airport Director, MAC Land-  
side Operations with Bob  
Anderson



*Way to go!*

### CUSTOMER COMMENT

Wonderful help from Elayne and Bob.

Wonderful and nice.

- Colleen Owens