

May 15, 2013

Greetings Managers,

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

*Way to go!*



PrimeFlight Aviation Services Manager, Jeffrey Cook and Phil Burke, Assistant Airport Director/Facilities with Kenneth Wolfe

### CUSTOMER COMPLIMENT

Thank you Skycap Ken and nice person Julie, who helped my wife with a wheelchair.

Without your help we could never have taken 4 large duffle bags filled with medical supplies to Haiti.

Ken & Julie, you were the two most kind & helpful people I have met in any airport anywhere. Your company should reward you.

-Mark Reiher