

July 26, 2013

Greetings Managers,

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

*Way to go!*



Arlie Johnson, Assistant Airport Director, MAC Landside Operations and Phil Burke, Director of MSP Operations with Steve Venarchick

### CUSTOMER COMPLIMENT

I was flying alone and needed wheelchair assistance as I have multiple disabilities, including severe PTSD.

Steven was very kind, helpful, and funny. He got me a wheelchair quick as a wink, helped me feel calmer and relaxed. This man made a huge impact on my travel day and in my opinion truly deserves a raise.

-T. Stelten