

September 10, 2013

Greetings Managers,

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

*Way to go!*

Arlie Johnson,  
Assistant Airport  
Director, MAC  
Landside Operations  
with Ben Ledermann



### CUSTOMER COMPLIMENT

Ben at the Airport Information Booth was very pleasant and helpful.

- N. Randall