

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

September 10, 2013

Greetings Managers,

One of your volunteers, Bob Lucas, 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!

Way to go!

Phil Burke, MAC,
Director of MSP
Operations with Bob
Lucas, Travelers
Assistance



CUSTOMER COMPLIMENT

Excerpt from letter sent from a child who attended the *MSP Navigating Autism Program*:

Dear Bob Lucas: I traveled in a plane to New York City. We did so much, such as visited the National History Museum, rode the subway, visited Times Square and went to Carnegie Hall for my art award. I am glad I met you. Your tour helped me to know what to expect. Thank you.

-Harrison