

# mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Larry Burgett

## Customer compliment:

Larry was very helpful. I left my laptop in the taxi and it was very important to him.

-T.J. Beyer