

mspnice award

November 12, 2013

Greetings Managers,

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



Jeffrey Cook, Sr. Manager, PrimeFlight Aviation Services and Jeff Nawrocki, MAC Assistant Director of MSP Operations/Facilities with Warren John, PrimeFlight Aviation Services

★ Customer compliment:

Warren John assisted us through the airport, pushing me to our gate as I rode in the wheelchair. He was very helpful, friendly and gave us great service. We chatted about the St. Paul Saints and the MN Twins as we wheeled to the gate. He made our last bit of time at the airport pass quickly with his friendly chat. He is a very good employee and allowed us to have a positive experience while traveling through Minneapolis/St. Paul.