

# mspnice award

December 3, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations with Travelers Assistant, Jim Ehrlich

## Customer compliment:

I would like to express my great appreciation to Jim who was at the information desk on level 2 when I was trying to catch my flight. He saved me a lot of trouble that day, because I realized I lost my bag on the Metro on my way to the airport. I was in a panic at that moment, but Jim was so nice and patient, with his great help by calling the service line of Metro and explaining my situation, I finally was able to get my bag back and caught my flight on time. So thank you Jim, it was such a great help from you!!!

-Jie Sony