

# mspnice award

December 6, 2013

Greetings Managers,

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



Dennis Yeager, MAC Information & Paging with Phil Burke, Director of MSP Operations

## Customer compliment:

Voicemail message:

Thank you for the kind of employees you have, specifically Dennis Yeager, who went above and beyond to help make sure my daughter got an important message after flying from Anchorage to MSP.

- Peter