

# mspnice award

January 2, 2014

Greetings Managers,

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



Jeff Nawrocki, Assistant Director, MSP Operations/Facilities with Nathan Swing, CSO, Airport Police Department

## Customer compliment:

Thank you for helping my daughter – from the mother at the wrong terminal. You are very kind.

-Dorothy McDaniel