

# mspnice award

July 2<sup>nd</sup>, 2015

Greetings Managers,

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



Dan Foster, MAC Asst. Director, T2 Operations; Scott Skramstad, MAC Manager, Airline Operations; Armin Dubberke, Travelers Assistance; and Luis Anchondo, MAC Asst. Manager, T2 Operations

## ★ Customer compliment:

When we asked for directions we were given them with great friendliness and respect. When Armin saw that we went up the wrong escalator, he ran up and headed us in the right direction, and also brought us some maps. We appreciated our welcome and help.