

mspnice award

September 6th, 2016

Greetings Managers,

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



Lynn Klownowski, Travelers Assistance Volunteer Coordinator; Bob Nordin, Travelers Assistance; and Jane Zaspel, Travelers Assistance Shift Supervisor

★ Customer compliment:

I am blind and Bob Nordin was escorting me through security at T2. I had a horrific experience with the TSA trying to get through security. But Bob was so kind in assisting me and escorting me to my gate on Sun Country. I have very poor treatment by the TSA. Bob even talked to 2 police officers about my situation. Bob was great!