

mspnice award

July 5th, 2016

Greetings Managers,

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



Dave Steenson, Travelers Assistance;
with Isabella Rhawie, MAC Manager, Concession and Business Development

★ Customer compliment:

I was very frustrated, near tears when I approached Dave Steenson at the volunteer booth. I had checked at 2 ticket agents and no one knew where I should check in for Alaska Air and it wasn't listed on the departure board. He was extremely kind and patient and showed me where I needed to go and also suggested a quiet lounge area to wait, as I had a 6 hour layover. David is awesome! I've been a volunteer and I've worked with volunteers and I know when someone goes the extra mile like he did!