

mspnice award

September 30th, 2016

Greetings Managers,

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



Lee Trelstad, Travelers Assistance; with Patrick Hogan, Director, MAC Public Affairs & Marketing

★ Customer compliment:

I am with Corporate Travel Service. On July 20, 2016 we had a group of 20 traveling from Bismarck to Poland for World Youth Day. Due to a schedule change they only had 35 minutes to change planes in MSP. We requested Travelers Assistance and Judith Brant and Lee Trelstad made sure this happened.