

mspnice award

August 1st, 2016

Greetings Managers,

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



Norm Spilleth, Travelers Assistance, with Jeff Nawrocki, MAC Asst. Director, Facilities

Customer compliment:

★ Big shout out to volunteer Norm S! He went way out of his way and delivered exceptional customer service to help me get from Terminal 1 to Terminal 2. He saw me panicked and stepped right in. Thank you Sir!