

mspnice award

October 18th, 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 Rick Valentino, MAC Manager, Facilities

★ Customer compliment:

I left my cell phone behind near my gate in a women's bathroom. Volunteer Norm S. was able to retrieve my phone and return it to me in baggage claim. He was fast considering he had walked from one end of the airport all the way to the G gates then to baggage claim! Thank you again Norm for being so amazing and going above and beyond!