

mspnice award

July 5th, 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 Isabella Rhawie, MAC Manager, Concession and Business Development

★ Customer compliment:

Thanks Norm! Never having flown into Minneapolis before, I was confused how to walk to be picked up. That is until I spotted Norm. He volunteered to walk with me, chat with me, and prevent me from looking stupid- all the way to door 3!