

mspnice award

August 23rd, 2016

Greetings Managers,

Two of your volunteers, Norm Spilleth and Dee S. were recently awarded with an MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Norm and Dee for her outstanding commitment to customer service at MSP.

Our thanks go out to them 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 and Dee!



Norm Spilleth and Dee S., Travelers Assistance;
with Rick Valentino, MAC Manager, Facilities

Customer compliment:

After my flight was delayed I quickly realized I missed my connecting flight. Volunteer Norm S. greeted me with a smile and quickly helped me not only with rebooking my flight but also with my small dog. He was so helpful to walk me to the pet relief area and to make sure that I had a snack for my dog. Norm S gave a quick call to Dee S. and she quickly came with a snack for my dog. They checked back in with me over the next couple of hours and then make sure I was at the right gate for my flight. All I can say is **WOW!** What great people you have representing your airport!