

# mspnice award

October 17<sup>th</sup>, 2016

Greetings Managers,

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



Phil Burke, MAC, Director of Operations; Nancy Fortier, MAC Lost and Found, Phil Freeman, Cynthia Stevenson, and John Gubash, MAC Landside Operations; and Atif Saeed, MAC, Assistant Director, Landside Operations

## ★ Customer compliment:

Mr. Phil Freeman was so kind to assist me in mailing my correspondence at the airport; however, he refused my tip, and offered to mail my items because he wanted to, not because it was his duty. I felt special having met him.

Thank you for having him!