

mspnice award

December 13th, 2016

Greetings Managers,

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



Dan Foster, MAC Assistant Director, T2 Operations; Tim Ivers, Travelers Assistance;
Scott Skramstad, MAC Manager, T2 Operations

Customer compliment:

Your volunteer Tim I was extremely helpful. I was trying to contact my niece via cell phone. Tim advised me the steps to make contact with my niece.