

mspnice award

July 25th, 2017

Greetings Managers,

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



Lindsay Scherer, MAC Public Affairs & Marketing; Bob Anderson and Jerry Tiegel, Travelers Assistance; and Phil Burke, MAC Director of Operations

★ Customer compliment:

Jerry T. and Bob A. are awesome, friendly greeters and full of helpful information. We were early for our flight and we had a delightful discussion about a variety of topics. As we were there, Bob had helpful information for the 4 people who stopped by and my wife and Jerry talked about their school teaching experiences.

PS...someday when I grow up and retire (2 years) I'd like to become a greeter just like Bob and Jerry.