

mspnice award

January 4th, 2017

Greetings Managers,

One of your volunteers, Bob Lucas, 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!



Frank Gray, Travelers Assistance Shift Supervisor, with Bob Lucas, Travelers Assistance

★ Customer compliment:

Travelers Assistance at MSP airport- especially Ginny and her partner Bob are so helpful to me on my unexpected delay and layover. They are fully informed on MSP airport services and kindly offered a place to take a long needed nap.

Thank you!