

# mspnice award

July 31<sup>st</sup>, 2017

Greetings Managers,

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



Judith Brant, Travelers Assistance Shift Supervisor; with Dale Chapman, Travelers Assistance

## Customer compliment:

Dale Chapman went above and beyond, I had issues with my personal phone and he let me use his to call Verizon and correct the problem.