

# mspnice award

February 7<sup>th</sup>, 2017

Greetings Managers,

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



Shannon Gale, MAC Asst. Manager, Facilities; with Danny Pierce, Travelers Assistance

## ★ Customer compliment:

Jim R and Danny P- Volunteers

Great to have an info desk in this airport. Very helpful.

Gentlemen helped me contact my family because I dropped my phone! Had me call thru Jim's cell phone.

Hospitality abides in Minneapolis. Thanks!