

mspnice award

August 25th, 2017

Greetings Managers,

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



Wendy Lauber, MAC Manager, Landside Operations; with Dave Steenson, Travelers Assistance

Customer compliment:

- ★ Dave Steenson helped me find the "Go Rochester Direct" desk at the MSP airport. He was so helpful and friendly and even walked part of the way with me. It really helped me so much and I loved his attitude and willingness to help!