

mspnice award

July 31st, 2017

Greetings Managers,

One of your employees, David Sterling, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize David 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 David!



Jesus Gonzales and David Sterling, Air Serv; with Phil Burke, MAC Director of Operations

Customer compliment:

This is a note to thank Mr. Sterling for the lift from one terminal to another. I was so unfamiliar with the airport and I was going to walk it until Mr. Sterling courteously and wisely suggested that he give me a lift.

Without the lift, I would have missed my connection.

Thank you, Mr. Sterling!

Just had David drive me and he was a delight! Such a nice guy with some great stories & got me and my broken foot promptly to the gate. Even showed me the employee art show on the way... thanks David!

Devon McFadden