

# mspnice award

August 16<sup>th</sup>, 2017

Greetings Managers,

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



Phil Burke, MAC Director of MSP Operations; Glen Brown, Jim Arble, and Bruce Martin, G2 Secure Staff

## Customer compliment:

On July 6th, 2017 my husband and I flew from LAX to Minneapolis-St Paul International Airport and was greeted by one of your employees, Glen Brown, as we departed the plane. I cannot begin to tell you how professional and polite Glen was with me. He not only met me at the door with a wheelchair, stopped for me to use the restroom, helped with our luggage, but also accompanied my husband and me to our Hertz rental car as well. This kind of service was totally unexpected and I cannot begin to thank Glen Brown enough for his friendly and professional work ethics. Glen represents your company well and I hope he will be acknowledged for all his efforts in providing great hospitality service.

*Sincerely, Arline Wetter*