

# mspnice award

May 18<sup>th</sup>, 2017

Greetings Managers,

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



Phil Burke, MAC Director of Operations; Ian Harcus, Sahro Hirsi, and Cheryl VanGilder, Air Serv Corporation

## **Customer compliment:**

The service we received upon returning from Mexico on April 7<sup>th</sup> was excellent. Ian helped us with everything. His patience was admirable. Would never have made it without him.

Thank you very much. Keep up the great work.

*Chris Pierce*