

mspnice award

April 5th, 2017

Greetings Managers,

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



Jim Proman, Travelers Assistance; with Jeff Prauer, Travelers Assistance Shift Supervisor

★ Customer compliments:

Jim P was exceptional in making sure I got to my destination, starting in Terminal 1 and ending in Terminal 2. He offered interesting commentary and shared places to go while in town and marking them on a map for me. He also made restaurant recommendations. I am not sure I would have made it to my destination without him. Kudos!