

# mspnice award

December 29<sup>th</sup>, 2017

Greetings Managers,

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



Koralegn Fantabil, Prospect Air; and Phil Burke, MAC Director of Operations

## Customer compliment:

I was walking around from my gate and a cart driver stopped to ask if I would like a ride. He saw that I was limping. I said "thanks but no" as I didn't have any cash for a tip. He said "no problem, hop in". He drove me around until I found a restaurant that I liked! I made change at the restaurant and hoped I would catch him on the way back for my next flight! His name is Koralegn Fantabil.