

mspnice award

June 13th, 2017

Greetings Managers,

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



Norm Spilleth, Travelers Assistance, with Jane Zaspel, Shift Supervisor, Travelers Assistance

★ Customer compliment:

Norm was extremely helpful to my husband and me as we waited for our flight from MSP to Madison, WI. I was walking with a cane and he showed us where to sit and wait for a handicap ride to our gate. He also showed us to the doggy room (I was pulling a little dog). What a great idea for dogs and owners! He was very friendly and personable! We still travel at 87!