

mspnice award

July 11th, 2017

Greetings Managers,

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



Steve Hole, Manager Commercial Vehicles, Landside Operations;
and Atif Saeed, MAC Assistant Director, Landside Operations

★ Customer compliment:

Steve Holes- Noticed that our van driver left my bag next to our parking spot at Terminal 2. The driver had mistaken it for a crew bag. None of the crew took it so it was just left. Steven took it into the taxi stand and called me to let me know what happened and where to pick it up as we were being dropped off at Terminal 1.