

mspnice award

June 19th, 2017

Greetings Managers,

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



Wayne Halverson, Travelers Assistance; with Katlyn Kaiser, MAC Operations; and Lindsay Scherer, MAC Public Affairs and Marketing

★ Customer compliment:

When we disembarked from our plane, Boudie the therapy dog, and his Dad, Wayne, were there to meet us. Wayne even brought an extra leash so that our 11 year old daughter Emily could walk Boudie on our layover. We love the therapy dogs and had met Boudie on a flight a few months prior. Wayne is a very calming amazing man with animals and people. Thank you for your extra ordinary volunteer service.

*Love and Hugs,
The Fielder's*