

mspnice award

January 3rd, 2018

Greetings Managers,

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



Bob Heinzen, Travelers Assistance

Customer compliment:

Lots of thanks. I will never forget your kindness and help during our extended stay in Minneapolis. The sleep in the lounge chairs was great and the coffee hit the spot. Your help was very much appreciated.

Very best to you all, Kirsten Rasmussen