

# mspnice award

April 6<sup>th</sup>, 2018

Greetings Managers,

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



Kamil Zgrzebieniowski and Charles Woodley, Prospect Airport Services;  
and Phil Burke, MAC Director of Operations

## Customer compliment:

Charles asked if I'd like/need a ride in a wheel chair he had. I said Yes, and I thank you for asking and you should get a gold star. If you could give this compliment to him, I would be happy!