

# mspnice award

July 24<sup>th</sup>, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Patricia Ruppert, David Desrosiers, and Susan Forsthofel, Dakota News, Inc.

## Customer compliment:

I was at MSP airport this morning, and on the walkway escalator, I lost my balance and fell. I would like to have you give a thank you to this kind man, employee of the airport, I got his name David from Dakota news, he does magazines and books, he helped me, get attention, a ride from a cart and had a band aid with his cart, which this was a big help, otherwise I would of missed my flight to Minot ND.

*Thanks, Kathy Olsen*