

mspnice award

August 21st, 2018

Greetings Managers,

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



Jim Proman, Travelers Assistance; with Julie Jergens, Volunteer Manager- Travelers Assistance

Customer compliment:

Jim greeted our group coming out of the security check, gave detailed directions and helpful hints on where to go, and then personally escorted us to a locker bay to store our carry-on bags.

Then to the light rail station so we could stop at the Mall of America. So Helpful. Thank you Jim! I also used the text for help feature before our flight into MSP where Rachel was very helpful in providing info for us to make plans for a longer layover. Great service!