

mspnice award

February 28th, 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 Jeff Prauer, Travelers Assistance Shift Supervisor

Customer compliment:

- ★ I mistakenly went through south security as signage was unclear and Jim P assisted me to the correct side of the airport for my domestic flight to Chicago O Hare. He was very professional, friendly and courteous. Thank you Jim! You are awesome!