

# mspnice award

December 27<sup>th</sup>, 2018

Greetings Managers,

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



Lee Trelstad, Travelers Assistance; with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

Lee Trelstad and Chris Stroemer were very friendly and helped direct me to the fastest line for security. This eased my concern about being late for my flight.