

# mspnice award

August 16<sup>th</sup>, 2018

Greetings Managers,

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



Chris Reese, Tom Wenker, Chief David Burke, Corey McCusick,  
and Reid Gunderson, Airport Fire Department

## Customer compliment:

On the evening of July 8<sup>th</sup>, I had in in-flight medical emergency, requiring DL 2469 to divert to MSP. I just wanted to say thank you to those who responded and assisted the Allina Emergency medical services personnel on that night. Everyone was caring, compassionate, and professional. I felt I was in good hands from the moment we landed until I was taken to the ER. I didn't get the names of any of those who helped but I wanted to say THANK YOU to all who did. They are a credit to your department.

*David Rogers*