

mspnice award

July 20th, 2018

Greetings Managers,

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



Paul Fudenberg, Travis Athmann, Todd Johnson, Wendy Lauber, and John Gubash,
MAC Landside Operations

Customer compliment:

I went to Lost and Found this afternoon and a gentleman named Travis, I believe, helped me out. Since I was picking up a bag for my nephew, and there was no item number from the taxi driver, and I didn't know a lot about it to help identify the bag, the guy could've just said, "Sorry, can't find it." Instead, he went out of his way, looked three times in the vault, called the taxi guy, and looked again before finding the small bag. I just want to give him a commendation for his patience and great attitude and overall pleasantness. Give him a raise!! ;) Thanks!