

# mspnice award

April 22<sup>nd</sup>, 2019

Greetings Managers,

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



Dave Steenson, Travelers Assistance, with Jane Zaspel, Travelers Assistance Shift Supervisor

## Customer compliment:

Dave S at the airport was very helpful. We arrived a day early and had no hotel. He called using his phone, got a hotel for us near MOA and explained the shuttle and rail transport to US Bank Arena. Thanks to all.