

# mspnice award

August 6, 2019

Greetings Managers,

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



Glen Brown, G2 Driver, Phil Burke, Asst. Director of Customer Experience and G2 Manager

## Customer compliment:

Glen Brown more than met my expectations. He was very courteous, made sure my needs were met and got me down to baggage in a very timely manner.

He picked up my bag and wheeled both myself and my bag to the location to meet my pick-up.

From a 1 to 10, he was a "10".

Richard Werner