

mspnice award

August 22, 2019

Greetings Managers,

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



Jim Proman, TA Volunteer with Jane Zaspel, TA Shift Supervisor

Customer compliment:

I recently flew into MSP for the first time. I was to meet up with my aunt in the other terminal. Jim P, a volunteer at the information booth was very helpful. He led me and several other travels to the light rail.

I could not have found it without him.

Tiffany