

mspnice award

June 18, 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 Jeff Prauer, TA Shift Supervisor

Customer compliment:

I needed help figuring out how to take the light rail (never done it). The information guy was very courteous and thorough and helped me figure out that I needed to take the light rail and then a bus.

Very good on directions and information regarding tickets and other things I may need.

Ellen Martin