

mspnice award

February 7th, 2019

Greetings Managers,

One of your volunteers, Jim Raymond, 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 Raymond, Travelers Assistance; with Jeff Prauer, Travelers Assistance Shift Supervisor

Customer compliment:

Jim at the North Security Information Booth was delightful. I was a bit lost and he helped me get where I needed to go, and walked me over to the monitors and found my flight information.