

# mspnice award

July 25, 2019

Greetings Managers,

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



Tim Biehn, TCA, MAC APD, with Lead TCA John St. Claire and Lead TCA Chidan Doobay, MAC APD

## Customer compliment:

I want you to know that I appreciate all the help I received from Traffic Control Agent Tim. He was very helpful and kind during my frustration with my misplaced bag.

He even helped me re-set my cell. All Police members should be as helpful.

Sincerely,  
Rebecca Nelson