

mspnice award

August 22, 2019

Greetings Managers,

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



Tom Roberts, TA Volunteer, with Jeff Prauer, TA Shift Supervisor

Customer compliment:

I landed on my plane and noticed later I lost my cell phone. Tom R (information desk) & Matthew (airport police) helped me to find my phone and they went to get my phone personally.

I was panicking but they saved my sanity. I can't express how much I appreciate it.

Thank you so much for your help.
You guys are awesome!!

Elly Lee