

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:

While our daughter was repeating directions to the taxi stand to her aged parents (us!), Tom R. came over and offered to guide us there. Our daughter was relieved (one less worry as she was leaving for vacation) and a pleasant surprise for us California folks who had flown in to dog sit!

Eileen & Max Listgarten