

mspnice award

August 21st, 2023

Greetings Managers,

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



Kristina Conklin, T2 Operations; Jessica Butcher and Russell Koski, Wild Bar

Customer compliment:

We just received EXPERT service from Russell at the Minnesota Wild Bar in Terminal 2. Rapid, helpful service. He was hustling all over his section. I inadvertently left my wallet on the table. Russell ran out on the concourse and found us, returning the wallet. So above and beyond the call. Saved me a fortune in dollars and stress! Please notify his superiors about how much we appreciate him.