

mspnice award

February 11, 2014

Greetings Managers,

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



Carlos Cox, TSA, and Phil Burke, Director of MSP Operations with award recipients, Helen Abrams-Horsch and Brian Rappold. *(Award recipient, Maria Hasskamp – not pictured)*

Customer compliment:

Brian Rappold provided excellent service and excellent empathy. I fly often and this man represents the TSA well. I applaud him as courteous, helpful and concerned.