

# mspnice award

February 12, 2014

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, MSP Operations/Facilities with Community Service Officer, Kevin Eldridge

## Customer compliment:

Last night when I flew in from Denver, I went out to my car and it would not start due to the cold weather.

I asked Officer Kevin Eldridge #224 if the airport had a starting service. He replied, "No but follow me, we have a battery pack". After a half an hour of trying with the battery pack we knew it needed a little bit more juice. Kevin called the towing service and had them there within 15 minutes.

His efforts and determination to get me home were very much appreciated. He's a great guy. He made your department look first class and caring.

Nice work officer Kevin.

*-Tony Riegert*