

mspnice award

June 5, 2014

Greetings Managers,

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



Shannon Gale, MAC Assistant Manager, Facilities, Andy Krammer, ABM and Jeff Nawrocki, Assistant Director, MSP Operations/Facilities

★ Customer compliment:

On May 15th, 2014 I was sitting in terminal D waiting on a flight to Billings, MT and during my time while waiting I noticed an employee that should be commended. I believe his name was Andy and he was performing custodial work. He had a grey shirt on and a goatee. Andy was very kind from what I overheard in conversation. He was pleasant and diligent in his work. I don't know him at all but this run-in put a smile on my face. Keep up the good work Andy!

-Joseph Braun