

mspnice award

July 7, 2014

Greetings Managers,

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



Josh Luinstra, Airport Police Department, Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities and Girmay Haile, Airport Police Department

★ Customer compliment:

I would like to acknowledge the assistance of Airport Police Community Service Officer Girmay Haile. I had gone to MSP to verify employment information on an applicant for a position at the Roseville Police Department. Upon completion of my employment verification task, I realized I had locked my keys inside of my vehicle. I spoke with CSO Haile who quickly obtained the department's vehicle lock out tools and provided immediate and professional assistance. I truly appreciate his willingness to help another officer during my time of need!

-Lieutenant Rosand