

# mspnice award

July 7, 2014

Greetings Managers,

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



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

## ★ Customer compliment:

I want to express my deepest appreciation to Officer Josh Luinstra's extraordinary efforts to locate my cell phone. I realize this is likely a common issue that arises in an airport setting and that is what made it so extraordinary. He was able to track my cell phone using my GPS and went over and above my expectations to locate it successfully. I just wanted you to know what an outstanding and very personable officer he is. MSP is lucky to have him and he represents this airport well.

*-Roseann Diehl*