

mspnice award

June 2nd, 2016

Greetings Managers,

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



Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing;
with Bob Kozar, Travelers Assistance

Customer compliment:

- ★ While I was going through security, I misplaced my cell phone and realized it once I got down to my gate. I asked the Delta person behind the counter how to retrieve it and she said that the TSA had it and it was on the other side of security. Due to all of the folks coming back from spring break, TSA could not bring it down to the gate. So I walk down to the Information booth where Bob Kozar was working and hold him about my dilemma. Bob took it upon himself to shut down the booth and retrieve it himself. I would like to say "Thank You Bob for doing what you did, the MSP Airport out to be honored to have someone like you on their staff!"

Thanks Bob!