

mspnice award

February 11th, 2015

Greetings Managers,

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



Justin Malone and Jake Rosckes, MAC Airport Police Department

Customer compliment:

Marsha Hinitz wanted to let us know what a wonderful job Community Service Officer Jake Rosckes did assisting her on January 28th. Mrs. Hinitz said that she came to that airport to pick up her daughter, and she was waiting on the Ticketing Level, not knowing that there were multiple levels. Jake came across her and when he learned what she was trying to do, he assisted her. Mrs. Hinitz said that Jake made it a point to try to call her daughter and also made several building pages for her. Mrs. Hinitz was not able to locate her daughter at the airport, so she went home. Her daughter later got a hold of her. Mrs. Hinitz said that she was very impressed with Jake's professionalism, and she said that he went well above and beyond in trying to assist her in locating her daughter.