

mspnice award

October 28th, 2015

Greetings Managers,

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



Matt Nowaczewski, James Penaz, and David Bort, MAC Airport Police Department;
with Jeff Nawrocki, MAC Facilities Assistant Director

★ Customer compliment:

Hope all is well. First and foremost I want to apologize for the delay in getting back to you. This is due to some unforeseen circumstances. Dear Officer Penaz, I am greatly appreciative of you going out of your way to help me get my phone back. Words are not enough to express my gratitude. Please accept this token of appreciation and may the Lord bless you abundantly as you help and serve others. I am very appreciative of your kindness. Thank you so much.