

mspnice award

April 18th, 2016

Greetings Managers,

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



Lieutenant Justin Malone, Airport Police Department; with Airport Police Department CSO's Lee Schroeder, Chidan Doobay, and Girmay Haile

★ Customer compliment:

I just wanted to compliment the officers working traffic on the baggage claim level Tuesday, March 15 between 8:45-9:15pm. Lee Schroeder, Chidan Doobay, Girmay Haile and Christian Boyd. There were a lot of cars and they did a good job keeping them moving. I was waiting with my son for my husband to pick us up and if those officers had not been moving the traffic through, I think we would have been there a lot later. Our thanks to those officers for their hard work.