

mspnice award

October 28th, 2015

Greetings Managers,

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



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

★ Customer compliment:

Officer Matt Nowaczewski,

I received a call from a female party that wanted to commend you for the excellent customer service you provided in assisting her after she fell on the escalator. She said your attention and compassion to her needs were above and beyond what is expected from a first responder. She appreciated your concern for her well-being and could tell that you cared.

Your actions embody the mission of our department and it is well appreciated.

Kudos to a job well done!