

mspnice award

December 6th, 2021

Greetings Managers,

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

Customer compliment:

I received a compliment regarding Officer Roland's follow up on a lost bag that contained many valuable items. Officer Roland spent a lot of time on the call and coordinated with Law Enforcement Officers in Canada to help retrieve the bag.
The compliment came from Shana Hawthorn.