

mspnice award

January 15th, 2015

Greetings Managers,

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



Officer Jim Penaz, Airport Police Department; with Phil Burke, MAC MSP Airport Director

★ Customer compliment:

Jim,

Thank you so much for taking care of my bolts. It was beyond your call of duty. May you and yours be blessed this holiday season!

*Thank you,
Brett Whitney*