

mspnice award

December 5th, 2014

Greetings Managers,

One of your employees, Officer 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!



Les Ellesson, MAC Assistant Manager, Facilities, with Officer Matt Nowaczewski, MAC Airport Police Department

★ Customer compliment:

I wanted to call your attention to Officer Matt Nowaczewski, Badge Number 30. It is embarrassing for me to say, but today I left my roller bag in the food court. When I realized what I did, my flight was boarding. He took the time to call me and then made the extra effort, without my even asking, to walk in my direction so I could get my bag that much faster. I appreciated his unsolicited helpfulness tremendously. Please recognize him for his great attitude and willingness to go above and beyond. Thank you!

-Lynn Gannon