

mspnice award

April 28, 2021

Greetings Managers,

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

Customer compliment:

After my flight from Tucson, I left my backpack, which also contained my purse and iPad, in a bathroom stall on the F concourse between gates F8 and F4. The airport police were so helpful in helping me to locate my forgotten backpack. They were diligent and so very kind as well. I am extremely grateful for their assistance in helping to locate my lost items. The two officers who assisted me were Officer Kolesar and Officer Winger. I would like to show my gratitude to these two men.

*Sincerely,
Karen Christian*