

mspnice award

February 19th, 2021

Greetings Managers,

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

Customer compliment:

I wanted to send out a very big thank-you (which is not enough) to a few of your employees. On Thursday, January 14, my teenage son was driving past the airport and hit a patch of snow/ice changing lanes, and unfortunately spun out and hit the guard rail several times. He ended up facing the wrong way on the inside lane of Hwy 5 and called me very shaken up not sure what to do. By the time I got ahold of him again, he sounded much better and I had learned that Joe Bianco, driving snow plow MAC 366, had just happened to come across his accident, and blocked traffic so that my son could turn the car around safely and get it to the right side of the road on the shoulder and off Hwy 5. Mr. Bianco called MSP police and I understand that Josh Krienert #83 arrived at the scene and parked in front and behind him. They called the ambulance to make sure he was okay, and the fire truck also arrived. As a mother, that was a call I never wanted to get, and the longest drive of my life (thinking my son was sitting on the highway facing the wrong way in bad road conditions!). However, once I heard from him that he was safely to the side, I could breathe again. Officer Krienert was extremely professional and a calming force when I arrived (and offered to wait for the tow truck for us), and Mr. Bianco's quick thinking may have certainly prevented further injury or accident to my son or others. I hope that you can please pass along my gratitude and thanks for all involved, especially these two individuals. THANK YOU!