

mspnice award

September 21st, 2022

Greetings Managers,

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



Phil Burke, MAC Customer Experience; Thomas Gruwell, Derek Nolden, and Travis Holloway, TSA

Customer compliments:

A shout-out for Derek and Thomas in the TSA oversized luggage area. As previously, I appreciate their courtesy and professionalism. A pleasure for customers. A credit to MSP.