

mspnice award

November 24th, 2020

Greetings Managers,

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



Officer Kevin Allen, Airport Police Department

Customer compliment:

I write to congratulate you on the superior performance by Officers Eggersdorfer, Micek and Allen, when they went out of his way to help me.

Since mid-March I have been a “front line responder” as have the police. As part of my job I travel by car and air, understanding that I increase my risk of personal Covid infection, as well as that of my family. During this time, I have found it most helpful to be mindful of kindnesses—both given and received, and to express gratitude for those people that get me through a day, a week, a month, etc.

Officers Eggersdorfer, Micek, and Allen truly went out of their way to help me during what I am sure was a busy day, and it meant a lot, and I appreciate him for doing so.

I am grateful to your Officers, and I felt I needed to make you aware of their extreme kindness and superior conduct, at a time when “bad news travels at the speed of light, and good news travels like molasses”

Sincerely, Carol Grabowski