

mspnice award

January 8, 2014

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Dan Foster, MAC Assistant Airport Director/Airline Operations with Scott Skramstad, MAC Manager, Airline Operations/Int'l Facilities

Customer compliment:

I would like to compliment an employee by the name of Scott Skramstad. Earlier the Terminal was shut down and it would have been difficult for me to get a gate pass to meet my mother at the gate. My mother and her husband, whom are deaf, were arriving for their first visit to MSP. Scott was able to help me meet them at the gate. My mother's husband needed a wheel chair which Scott obtained and pushed the chair the entire way to short term parking. Scott was very patient and considerate of our needs. He surely deserves recognition for his efforts to assist the needs of the guests at MSP. We have a philosophy at Excel Energy called the "Picture of Excellence" and Scott by his actions certainly measures up to a high standard of "Excellence". Please ensure he is recognized for his contributions and efforts.

-Paul Deschand