

mspnice award

July 28th, 2016

Greetings Managers,

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



Judith Brant, Travelers Assistance Shift Supervisor; with Isabella Rhawie, MAC Manager, Concessions & Business Development; and Bob Kozar, Travelers Assistance

★ Customer compliment:

Mr. Kozar was most helpful to us on arrival at Minneapolis Airport, exhausted from Amsterdam and unable to get on a flight to ATL that night. He suggested hotel accommodations and provided us with a certificate to get a reduced rate at Crown Plaza. He assisted us to the van to the hotel and wished us well. After a refreshing night's sleep, facilitated by Mr. Kozar, we were able to make a flight to ATL the next morning.