

mspnice award

September 21st, 2016

Greetings Managers,

One of your employees, Kim Husby, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Kim for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Kim!



Kim Husby, Jamie Nowaczewski, Victor Her, and Justin Malone, Airport Police Department

Customer compliment:

This is just a quick note to thank 3 officers for the wonderful work they're doing. My daughter Lisa Kray called me after she broke down around 11:00AM on Wednesday, September 7th. This occurred on the Post Road, across from the airport. I talked to the officer shortly after and he stayed with her trying to calm her down (quite a trick) til I arrived. I missed the exit and ended up going thru the terminal and proceeded to miss the next exit and came upon Officer Kim Husby. She calmed me down and led me back to Lisa. I can't say enough about these 3 officers. A million thanks for getting us thru a stressful situation. The officers were Jamie Nowaczewski, Victor Her, and Kim Husby.

Please convey my gratitude to them.

*Thank you,
MaryAnn Kray*