

mspnice award

July 25th, 2016

Greetings Managers,

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



Nathan Krogstad, CSO; Lieutenant Justin Malone; and Darian Buel, CSO;
Airport Police Department

★ Customer compliment:

Please extend our appreciation to Darian Buel and Nathan Krogstad. Darian was extremely patient assisting our father when he missed his flight going to California on July 2nd. Our father doesn't have the best of hearing and it can annoy some people having to repeat everything to him several times. Darian though was patient and helped our father reschedule his flight the next day. She also made her our father had something to eat and arranged for an overnight hotel accommodation via Delta. Meanwhile, she also informed us that Nathan Krogstad was also staying at the same hotel for the night. Nathan was excellent in giving an update about our father from the time he got in the hotel and the wakeup call. He assisted our father on the day of his flight making sure that he was not going to miss his flight to California. Our father arrived safely to his destination. Our father is very grateful and thankful to Officer Darian Buel and Officer Nathan Krogstad.

*With Blessings and Great Feelings of Gratitude,
The family of Alberto Ocanpo*