

mspnice award

January 10th, 2017

Greetings Managers,

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



Officer Josh Krienert, with Lieutenant Justin Malone, Airport Police Department

Customer compliment:

I am writing to sincerely thank and praise the professionalism, friendliness, and helpfulness of Police Officer #83, Josh Krienert.

On December 29th at 1800, I left my carry-on bag on the C tram and the help desk person contacted the police for me. Officer Krienert was friendly in taking down my info and gave me his card. Within 45 minutes, he called me and offered to bring my found bag to my boarding gate. I had sufficient time, and met him to retrieve my lost bag. Josh Krienert is a credit to your department and I thank him and your department for your help.

Happy New Year, Alan Engel