

mspnice award

March 14th, 2017

Greetings Managers,

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



Ken Oulman, Travelers Assistance

★ Customer compliment:

We were so grateful for the help of the volunteers in Customs and Immigration who got us and our two physically handicapped (and newly adopted) daughters through the immigration lines and carry our luggage to the door. What a great service!