

mspnice award

October 30th, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Officer Nicholas Iacovelli; Airport Police Department

Customer compliment:

I recently lost my phone at the airport very late at night and the airport police officer who helped me get it back was Officer Nick Iacovelli. He was so helpful, so pleasant, and went above and beyond to help me get my phone back.

His wonderful service was so unexpected and so appreciated, and I wanted to let the appropriate people know what an amazing job that guy is doing. He kicks ass at his job! Thank you badge #52 for completely saving my day:)