

mspnice award

October 26th, 2018

Greetings Managers,

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



Bob Mundahl, MAC, Lead Operations Agent, Landside Operations;
and Jeff Nawrocki, MAC Assistant Director of Landside Operations

Customer compliment:

Yesterday I came in to the Taxi stand to see if my son's cellphone had been turned in. He left it in our taxi Saturday night and was unsuccessful finding it through the taxi company. One of your employees, Bob Mundahl, took down my information and spent a good hour tracking down my son's phone. I was overwhelmed by this level of dedication to service. He is a Service Hero! We thought for sure the phone was long gone. We were very sad since we were still paying on it too! So please recognize Bob for what amounted to a miracle to us! Thanks!