

mspnice award

January 8th, 2018

Greetings Managers,

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



Lieutenant Justin Malone and Officer Doug Forsman, Airport Police Department

★ Customer compliment:

APD received a voicemail from Darla Kramer in regards to an assist Officer Doug Forsman's was on (Tuesday, Dec. 26, 2017). She was very happy with the service he provided her father and felt Doug went above and beyond to make sure he was able to get his phone.