

mspnice award

November 20th, 2018

Greetings Managers,

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



Rick Valentino, MAC- Facilities Manager; and Scott Skramstad, MAC- Facilities Assistant Director

Customer compliment:

★ Asking for the best place to meet an arrival when they have no baggage and when the plane will arrive. He gave me several options and escorted me to the baggage level. If only all of your employees were so kind and accommodating.