

mspnice award

May 29, 2019

Greetings Managers,

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



Jim Dockman, TA Volunteer with Jeff Prauer, TA Shift Supervisor

Customer compliment:

My experience in this city was amazing! Great receptivity! Mainly by volunteer at the airport - Jim Dockman.

This city is beautiful, your lakes and river is amazing. The tranquility and hospitality will make me return for more visits.

Thank you Minneapolis.

Eliana Barros Real