

mspnice award

March 23rd, 2015

Greetings Managers,

One of your employees, Nancy Fortier, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nancy for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Nancy!



Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities, with Nancy Fortier, MAC Lost & Found

Customer compliment:

- ★ On my way to Las Vegas on Tuesday, March 10th, I left my cell phone in the MSP airport. By the time I landed in Vegas, I had received an email and my son Jacob, who was traveling with me, had received a phone message saying that my phone was recovered and waiting for me. It was Nancy Fortier who worked so hard to find the owner of my phone. I was extremely grateful and impressed with the actions that Nancy took to get the phone back to its rightful owner! My executive assistant drove to the airport and picked up my phone and Nancy couldn't have been easier to work with. My assistant also recognized Nancy's kindness when working with her to retrieve the phone. My assistant overnighted me my phone to Vegas and all is back to normal. I just wanted you to know how hard Nancy worked and how gracious she was to work with. She should be commended on her actions. She made what could have been a terrible situation for me, hardly a blip! I am grateful to MSP airport for hiring Nancy and others who work hard at their jobs to make sure travelers are taken care of when they lose an item. Thank you for your time.

Warmly,
Janie Finn