

mspnice award

April 10th, 2023

Greetings Managers,

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



Angele Ngante, Brandon Brown and Kevin DeBroux,
Zona Cucina

Customer compliments:

We were at Zona Cucina waiting for a flight. The place was packed, and we got amazing attention from a very personable bartender/server, Brandon, who was pretty much running the show on his own.

It's such an absolute pleasure to see customer service as it should be – where you get to talk to a bartender or server, without having to scan a QR code (and do everything electronically), and have someone who genuinely enjoys his job.

Regardless of where our flights depart from in the future, we will always find Concourse F, and hope that Brandon will be on the schedule.

Nancy