

# mspnice award

June 26<sup>th</sup>, 2023

Greetings Managers,

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

## **Customer compliments:**

CSO's Pietila and Ahlijah were working the baggage claim level at T1 when Jackie Burmeister asked for assistance. She had forgotten her cell phone and had no way of contacting her ride or finding her luggage. You both assisted her by walking her to her baggage carousel and out to the curb to find her ride. You also checked on her a couple of times to make sure she was ok. She wanted you to know that she appreciated your genuine kindness and care for her well-being. Thank you for being a great example of customer service here at MSP.