

mspnice award

March 20th, 2023

Greetings Managers,

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

Customer compliments:

I loved what I saw today. This amazing gentleman, who is an airport officer, helped a family, a mother of 2, with 2 young babies, get into her car and wait for her to go back into the terminal to retrieve more luggage. He waited by the car protecting her stuff and watching over her mom loading her grandkids into the car. It was so amazing to see. I went up to him to thank him!