

mspnice award

March 20th, 2023,

Greetings Managers,

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



Mentsnot Shiferaw, Jake Hintz, Heidi Sagerer, and Cortney Taylor, MAC Customer Experience

Customer compliments:

My daughter and I visited the airport to find my mom's lost iPad. Cortney Taylor was extremely helpful and courteous in helping us locate the item.

I am extremely thankful for his assistance.