

mspnice award

October 16th, 2023

Greetings Managers,

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



Cynthia Stevenson (*lower right*), MAC Customer Experience

Customer compliment:

I left my cell phone in my Lyft ride. I was directed to customer service desk and explained my situation. Cynthia was very helpful and used her own cell phone to call my cell phone in the car. She tried 3-4 times, whereas others would have stopped. It's because of her, that I was able to retrieve my phone and make my flight back home. She is truly caring. Thank you!