

mspnice award

May 2nd, 2023,

Greetings Managers,

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



Bill Byers, Erica Nelson, and Traci Snedker, Stone Arch

Customer compliments:

It's rare to find good food in an airport, and even more rare to find good food AND good service. Stopped by while waiting for my flight at MSP and was welcomed by Erica who did an outstanding job. She recommended an oatmeal stout that was so good I ended up ordering another one. I will be back next time I go through MSP.