

# mspnice award

October 16<sup>th</sup>, 2023

Greetings Managers,

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



Fred Douglas, TSA, with Phil Burke, MAC

### **Customer compliment:**

I had the best experience with help from TSA employee, ★ Fred Douglas. He helped me with my luggage, helped me order an Uber and stayed with me until he was sure I got in the correct Uber. I was so impressed with this man. He was done working and just offered some help. ★ He needs to be recognized for his generous and caring spirit. Truly a wonderful person. ★