

mspnice award

March 20th, 2023,

Greetings Managers,

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



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

Customer compliments:

I lost my cell phone in one of the Delta gates and was able to track my dropped cell phone with "find my iPhone".

Delta would not let us have a pass to get through security to pick up the cell phone, however Heidi S helped us know we could use our boarding pass to get our cell phone back.