

mspnice award

March 20th, 2023,

Greetings Managers,

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



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

Customer compliments:

Jake was wearing a bright blue coat and was extremely helpful and kind to me when I was panicking about not being able to find my shuttle location. Very impressed with him noticing I was a little distressed and coming to help me before I even asked. He also helped someone else along the way. Great customer service and concern!