

# mspnice award

June 26<sup>th</sup>, 2023

Greetings Managers,

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



Katlyn Schenck, MAC & Kaytlin Richter, TSA

### Customer compliment:

I want to commend a TSA employee, Katie, for her kindness and professionalism today when I opted out of the X-ray machine at the MSP airport. I explained to her that I had a traumatic experience recently at Newark airport with a TSA employee. She was understanding and assured me that nothing like that would happen with her. She was gentle and calm which made me feel at ease although I was nervous. She deserves commendation for doing her job humanely and with dignity.