

mspnice award

October 16th, 2023

Greetings Managers,

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



Krin McMillan (center), Airport Foundation

Customer compliment:

I cannot tell you how much I love this baby grand piano at baggage claim. Please either never get rid of it, or call me and I will come get it! I am a Delta flight attendant, and I don't have a piano and I play this all the time! Thank you for your work to ensure the baggage claim piano is tuned and accessible for everybody to play.