

mspnice award

October 16th, 2023

Greetings Managers,

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



Mark Ziertman, TSA

Customer compliment:

I wanted to take a minute to pass on a compliment for Mark in MSP. While displaying an exceptional level of professionalism, Mark took his job a step further and displayed an extraordinary level of humanity as well. During a male opt out experience, Mark took the time to introduce himself and referred to me by name throughout the entire engagement. He operated with courtesy, a smile and compassion in the way he carried himself and engaged. Kudos to Mark! I have not seen this level of humanity since I traveled in the military 20 years ago. If only more people took a moment to show this kind of humanity towards each other, the world would be a better place.