

# mspnice award

May 2<sup>nd</sup>, 2023,

Greetings Managers,

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



Kenia Fils-Aime and Michael Fogarty, American Airlines;  
and Phil Burke, MAC Customer Experience

### **Customer compliments:**

Just got back into the country. Thank you so much for going over and beyond in getting the bag to my daughter. It's people like you that help keep calm in a horrible situation, tried getting a hold of your supervisor to give you credit for great job, hopefully it gets there.

*Thanks again, Sue*