

March 15<sup>th</sup>, 2023,

Greetings Managers,

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



Nancy Fortier, MAC Lost and Found

## **Customer compliments:**

Just a note to thank you for truly going out of your way to help me get my iPad shipped to me in Arizona. I have it and I am so grateful for all your help. You are one of a kind!