

mspnice award

August 17th, 2023,

Greetings Managers,

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

Customer compliment:

I am an 80-year-old who lost his iPhone in Terminal 1 after transferring from Terminal 2 on the tram. We were denied boarding on a Sun Country flight due to bag issues. Officer Luis Olivier helped me when my MacPro located the iPhone at the help desk just inside the Terminal 1 tram. I could not understand the location on the computer map and the officer went there on his two wheel vehicle and retrieved the iPhone and brought to me inside Terminal 1 where I waited after clearing TSA. I a at an age I don't walk too quickly, so the officer's sensitivity to the situation was most helpful! Kudos, you have a fine officer that serves you well!