

mspnice award

February 17th, 2023

Greetings Managers,

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

Customer compliments:

I just wanted to say a super huge thank you for helping me retrieve my phone off the plane today at the Minneapolis airport. You went above and beyond to help us, and I can't thank you enough. I was hoping to be able to give you some sort of reward, but at least this email will hopefully serve as a thank you.

I don't know what I would've done at a volleyball tournament all weekend without my phone. Especially since I am supposed to be video recording all the games is in my phone. I can't thank him enough for his willingness to help me.

*Lori Brown
Atlanta, GA*