

mspnice award

October 16th, 2023

Greetings Managers,

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



Phil Burke, MAC, with Sharon Brunotte, TSA

Customer compliment:

I'm writing to let you know that you have an exemplary employee in Sharon Brunotte. Sharon contacted me in the morning we were due to fly out. She was kind and respectful regarding my brother and his medical condition. She made arrangements with me to meet us at 9:00am at a specific location and took over our care and welfare from there. My brother has terminal cancer and has difficulty walking or standing for periods of time. Sharon took us through priority screening, helped us get all our belongings quickly through the screening process and got us to our gate. She was consistently professional, solicitous, and thoughtful with us. We did not have one worry while in her care. We are so thankful for the special treatment we received from Sharon and wanted you to know what an outstanding TSA agent she is.