

mspnice award

May 3rd, 2023

Greetings Managers,

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



Shawn McFadden and Mezmure Mulusew, Prospect

Customer compliments:

A HUGE thank you to Shawn McFadden who went above and beyond for our family. Shawn used his personal break time to check with the MSP airport lost and found and confirm a very important lost family member, Mr.Alligator (complete with tiny homemade bracelet) , had been discovered.

A little backstory- we returned from our trip to San Francisco, and discovered my daughter, Hannah's, bestie was missing when we were tucking her in for bed that night. We knew exactly where we left him and called the airport and filed a claim. Hannah is four and this is her comfort animal/toy that she takes everywhere with her. She had scheduled double ear tube surgery scheduled for Friday, March 24th, so you can imagine how distraught she was when her stuffed animal was missing. Shawn took his own break time to go out of his way and even hand delivered Mr.Alligator and Hannah's headphones to a mutual family friend so that we could get him back into Hannah's arms ASAP.

Shawn was also kind to share with me stories of his own similar medical procedures he had as a child. Hannah immediately felt comforted by hearing about her friend Shawn whom she had never met but went through same surgery she did. He understood what she was going through and the importance of getting her best friend returned to her.