

mspnice award

May 24th, 2023

Greetings Managers,

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



Jake Hintz, Paul Fudenberg, Starr Vann, Shelly Lopez,
and Phil Burke, MAC Customer Experience

Customer compliment:

I recently had a very negative experience at the airport with an airline. The purpose of this message is to publicly apologize to and recognize the employee working that morning directly in front of Alaska Airlines ticket counter. I was in the middle of a stressful situation with the airline, forced to fly a different airline at my own expense. I did not deserve respect or kindness because of how I acted and how I handled the situation. Nevertheless, that's how I was treated. She bent over backwards to be both kind and overly considerate. I put her in a difficult position with my negativity. I will ask for her forgiveness the next time I fly through which is next month. My hope is the airport will acknowledge her value in some way that is meaningful.

Thank you. Patrick D. McClure