

mspnice award

May 2nd, 2023,

Greetings Managers,

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



Steven Johnson, TSA, with Kevin Griffin, MAC T2 Operations

Customer compliments:

I had emailed a few days prior to my flight regarding going through security with breastmilk. I have never done it before and was worried about any issues with 2 little kids during a busy security line travel day. I received a call the day before from Steven Johnson saying he would meet me at my bag check in spot at Sun Country Airlines and that he would help me through the process. He was the sweetest man and extremely helpful. I truly think he was a Christmas miracle! We can never thank this sweet man enough for helping us with this process and easing my anxiety with two children 2 and under.