

mspnice award

May 2nd, 2023,

Greetings Managers,

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



Tamra Hoeschen, IHS, surrounded by IHS and T2 Operations colleagues

Customer compliments:

I just wanted to write an email to say that I was so appreciative of your time and attention that evening. We were quite stressed out and confused by the whole situation, and you handled everything with grace. The student who was unable to fly that evening ended up getting an emergency passport through some connections his family had with legislators in Iowa (our home state) and was able to join us a few days later. However, what I will remember most about the whole ordeal was the way that you helped us, even being willing to talk to his mother on the phone! It was so courteous and generous of you, and we really appreciate it.