

mspnice award

December 23rd, 2019

Greetings Managers,

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



Brandi Scott, Wings Financial; and Katlyn Schenck, MAC Customer Data & Analytics

Customer compliment:

I just wanted to drop you a message about Brandi Scott. She is an employee at Wings Financial in Concourse C. I had left my cell phone at the gate and went off. when I returned to my gate i noticed i had lost my Phone. Brandi picked it up and held on to it for me. Brandi saw I was a little panicked and asked if I lost a phone. She had it for me. Brandi did a great thing and saved me a lot of headache. It was a company phone and If I had lost it , it would have been a night mare and lots of teasing from my co workers about this. She also took the time to show me a few things on my phone to prevent this from happening again. I really appreciate the help she supplied! Just wanted to let you know what a great employee you have!!

Kind regards, Matt Setlak