

mspnice award

February 25th, 2016

Greetings Managers,

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



Nancy Fortier and Johnny Butler, MAC Lost and Found, with Phil Burke, MAC Director of Operations

Customer compliment:

I left my phone in restroom stall after arriving from ORD. I called airport about 10:30, and got through to Lost and Found right away. A polite man took my contact information and description of phone. A few hours later, a polite officer called to notify me that my phone was found, and how to pick it up. I was able to pull up to the doors, run up the escalator, and retrieve my phone from the nice lady at Lost and found. What could have ruined our weekend turned out setting the stage for a very positive weekend in Minneapolis.