

mspnice award

March 16th, 2022

Greetings Managers,

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

Customer compliment:

Please convey to Officer Luis Oliveira my sincere thanks for his assistance Friday. On my return to MSP from two weeks on the road with work, my car would not start in the extreme cold in the parking lot. Officer Oliveira's help was a huge relief for me after a long day and in the extreme cold.

After 40 years of passing through the airport, my opinion of your operation has never been higher.

George N Bentley