

mspnice award

December 6th, 2021

Greetings Managers,

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

Customer compliment:

Kris Blue called in with a compliment:
You assisted her, and her daughter, locate a lost cell phone and finding their vehicle in the ramp. She stated they had checked all the ramps, including T2, and were unable to find their vehicle; and then realized her daughter had left her cell phone behind on the aircraft. Blue stated that you were very professional and a tremendous help in locating both items. Ms. Blue wanted to thank you, and to let your supervisor aware of the service you provided; she appreciated your time and effort!