

mspnice award

November 22nd, 2021

Greetings Managers,

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

Customer compliment:

I was the person whose car stalled right outside the airport an officer stopped and helped me out. He was so helpful. I was so stressed out and he was so helpful, and he stayed with me for quite a while. He stayed with me for a long time and had to leave, so another officer came and stayed with me. I just want to say I really appreciated both their assistance.

Thank you!