

mspnice award

December 31st, 2019

Greetings Managers,

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



Ryan Ferris, Chili's (HMS Host); and Jay Noseworthy, MAC CMAA

Customer compliment:

Ryan Ferris completely turned my night around and showed such kindness and understanding. The kiosks let me order even though they had closed, and I didn't know, and my food was never made. When I realized what had happened, I started to cry from one of the most stressful days of my life. Ryan walked me over to a different food market and purchased a couple things for me which was the first real food I'd had in nearly 12 hours. I'm stuck in this airport overnight now, but his kindness made it a little easier.