

mspnice award

May 17, 2021

Greetings Managers,

One of your employees, Ryan Norris, 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 Norris and Jack Weber, Angel Food Bakery; Pia McDonough, Delaware North

Customer compliment:

I just wanted to give a shout out to Ryan Norris from Angel Food. He and his cook/chef were such a pleasure to have serve me on an early Saturday morning, 5:00 AM, April 17, 2021. I stopped in just to get coffee and left there with the donut breakfast sandwich, a cup of coffee and a smile! They both made a recommendation, had fun talking and made being at the airport that early enjoyable. Great guys doing something they both excel at. Definitely a huge asset to the airport's environment.