

mspnice award

March 2nd, 2022

Greetings Managers,

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

Customer compliment:

You have an amazing employee that needs recognition. Oh my gosh, I've never encountered someone so happy at his job!

We arrived at the airport shortly before 8am. We parked valet. The employee at the security stand is AMAZING. Very helpful, authoritative, and yet personable. We felt welcomed (even though I overran the stop sign!) I really hope there is a way to recognize him. If not... create a friggin award and name it after him. I'm not kidding, it's amazing he welcomes people to MSP, but his skills as an ambassador need a second look as the greeter of the airport. Watch his skills and learn from him.

OUTSTANDING!!!

Enjoy your day.