

mspnice award

December 5th, 2019

Greetings Managers,

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



Travis Holloway and Tony Anderson, TSA; and Phil Burke, MAC Customer Experience

Customer compliment:

A customer wanted to make a compliment for the service he received at MSP from Tony Anderson. He stated that he can't go through the AIT so he called ahead to set up assistance for his 2 flights he had. The day before he flew he got a call from Tony and was letting him know he was going to be there at the checkpoint and he really appreciated that. He stated that Tony was very professional and he helped him walk with his bags to a private screening and helped him put his prosthetic back on and help him get his shirt back on because he had to take his shirt off to put the prosthetic back on. He stated that Tony had treated him like royalty and he really appreciated his help at MSP. He was traveling alone and was really worried about having to go through screening alone and having to carry all his bags by himself. He was very gracious and truly appreciated the service that Tony had gave him and wanted to make sure he got the recognition he deserved.