

mspnice award

March 23, 2021

Greetings Managers,

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

Customer compliment:

Was at TSA in MSP and your staff was very helpful getting me thru the checkpoint. I only had a paper ID- my driver's license was stolen just a few days ago. Your employee Derek Nolden was kind and explained every step he was doing and why. Please let him know what a great job he is doing. Thank you.