

# mspnice award

September 20<sup>th</sup>, 2021

Greetings Managers,

One of your employees, Maria Hasskamp, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Maria for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Maria!

## **Customer compliment:**

We are writing to acknowledge the excellence of Maria Hasskamp, who took extraordinary care of our special needs child at MSP. Her professionalism, compassion, empathy, skills and training were all clearly evident and made all the difference for us in having a successful screening, boarding and trip experience. Without her support, it would have been challenging. We feel very fortunate and grateful for TSA Cares.