

mspnice award

February 2nd, 2021

Greetings Managers,

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



John Gubash, Nancy Fortier, and Todd Johnson, MAC Lost and Found

Customer compliment:

I wanted to take a moment and give a wonderful shout out to your amazing staff members Nancy, Todd and John. My son lost his computer at the airport last week, your team was able to track it down with the information that I gave them, and we successfully received the computer today. They went out of their way to help me and for that I'm forever grateful. That is a class act team.

Too many negative things going on in the world these days, so I wanted your staff to know that good things should be rewarded as well. I hope you will pass this on to them and share how important their job is and that people do appreciate their efforts and I didn't go unnoticed.

Keep up the amazing job you guys do each day.

*Thank you,
Cheryl Busscher*