

mspnice award

August 10th, 2021

Greetings Managers,

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

Customer compliment:

On Sunday June 20, Mr. Harold Schumacher was in Terminal 1, catching a flight to International Falls from Concourse B.

As he arrived at the gate, he discovered that he forgot a bag on the Tram. He asked the gate agent for assistance but they did not know what to do. Mr. Schumacher reluctantly boarded the flight.

Moments later, to his surprise and delight, a police officer boarded the aircraft and handed him his bag.

He wanted to make sure the individual was recognized for this effort to reunite him with his lost item. He still finds it amazing that the officer was able to locate him while he was on the aircraft.