

mspnice award

August 30th, 2021

Greetings Managers,

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

Customer compliment:

I just wanted to put in a good word for officer Etoll of the Airport Police Department. My cell phone was accidentally picked up by another traveler while going through the airport security. Officer Etoll took my report, reviewed camera footage of the line, found the person who accidentally took the phone, tracked them down and returned phone to the lost and found -- all in a short time. I really appreciate his efforts.

Thanks Gary