

mspnice award

December 1st, 2022

Greetings Managers,

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



Brandi Scott, Wings Financial Credit Union

Customer compliments:

I would like to report on an encounter my wife and I had with Brandi Scott at the MSP airport. My wife and I were flying to Virginia to visit our grandkids. We had recently learned that our winter home in Sanibel FL had been flooded by hurricane Ike, and while waiting in the airport for our connecting flight, we got an email from our house watcher asking us to send her an authorization letter so that she could go inspect and report on the damage. The authorization form had to be notarized, and we were hundreds of miles from any notary that knew us. We happened by your office, and on a whim, asked the officer there if they could help. Brandi Scott was the person we asked, and she could not have been more kind or accommodating. She waited- and helped us - as we downloaded the form, printed it and then notarized our signatures. We were not customers or clients of your institution, and she certainly didn't know us personally, but she went out of her way to help us with our urgent task. She epitomized the "Minnesota nice" we have all heard about.

Our task was a success- even though our house was not- and our person was able to get on a barge to the island and get into our house. Many thanks to Brandi, and to your institution for having such compassionate employees.