

# mspnice award

August 24<sup>th</sup>, 2022,

Greetings Managers,

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



Brittane McCarthy, TSA

## Customer compliments:

Our TSA Cares agent, Brittane McCarthy, was wonderful. She contacted me before we arrived at MSP and provided great instructions on how to navigate the airport. It is sometimes uncomfortable utilizing services for persons with disabilities because my daughter's disability is not visible. We often feel judged or criticized when we use these services. But Brittane was amazing and made us feel comfortable. She got us through security swiftly and no meltdowns! Thank you, Brittane!