

mspnice award

July 29th, 2022

Greetings Managers,

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



Steve Gentry, MAC Customer Data & Analytics, with Bulmaro Sanchez Jimenez, Barrio

Customer compliments:

Stopped in with the family to grab a bite and a drink prior to our flight. Asked our server about our previous bartender that we had, that was so great. He told us he wasn't doing so well. He then proceeded to allow us to write in the employee's get-well card for him. A small gesture but, that type of humanity doesn't exist anymore. Bulmaro proceeded to treat my family as if they were his own, goofing around with my children and giving me an EXCELLENT recommendation for food. In a profession and location that makes it quite easy to treat it's customers as a number, he went the extra mile to make our day.

Well done, Bulmaro!