

# mspnice award

April 28<sup>th</sup>, 2022

Greetings Managers,

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



Charles Sims, Northland Temp Staffing/Marsden; and Shannon Gale, MAC Facilities

## Customer compliment:

I flew to MSP for the 1st time in over 4 years on April 8th, and obviously things changed at the airport (in a good way!). I was looking for Land to Air shuttle, thought I followed the signs correctly, but got lost even though I searched directions in advance. A kind man approached me and asked what I was looking for because I clearly was confused. He gave me directions, but instead, walked with me all the way back to where I needed to be because I could have gotten lost again. He was super helpful and pointed things out for me, and he even took the shuttle with me all the way back and showed me what escalator I needed to take. I really appreciated it because if I did not get such thorough help, I could have missed my shuttle. His name is Charles Sims. I moved from MN to Boston 13 years ago, and all I can say is I doubt I would have received such amazing service and help to get where I needed to go from someone there. I wanted the airport to know how awesome he was, and how caring, thoughtful, funny, hardworking and attentive he was. I think MSP Airport needs to know that he made a huge difference for me that day. Thank you.