

mspnice award

October 19th, 2022

Greetings Managers,

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



Kristina Conklin, MAC T2 Operations, with Joe Gellerman, Andrew Bensen, Dani Lau, and Halima Bunu, Sun Country Airlines

Customer compliments:

Thanks so much for going out of your way to help our family get home on time. We really appreciate the fact that you did every single thing you could to help us, including running our luggage across the terminal with us. Without a doubt, this is the best service we have ever had. Beyond that, you did us a tremendous favor out of the kindness of your own heart. We will always remember the kindness you showed us.

Thanks so much,

The Bouchard Family