

mspnice award

December 29th, 2022

Greetings Managers,

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



Heather McElrath, Ben Kellner, Girma Dessu, Sky Connect;
and Frederick Estes

Customer compliments:

Good afternoon, I wanted to take a moment and share how helpful one of your employees was to me and my son. My son forgot the charger for his laptop and we couldn't find the right charger in any store.

We finally made our way into the Sky Connect store at the F gates.

The gentleman who was working was very helpful and was able to show us that we actually didn't need the special charger. He was able to get us the right charger quickly with no pressure.

I'm old and not technology inclined. He was very patient with us and went out of way to help us. Just wanted to make sure he gets recognized for his efforts.