

# mspnice award

October 19<sup>th</sup>, 2022

Greetings Managers,

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



Heidi Sagerer, MAC Landside Operations

## Customer compliments:

I arrived via a Delta flight on Thursday September 28th and left my bag at exit 4 of baggage claim. I returned to the airport in a panic because my carry on is new and did not have my contact info on it. Luckily for me I talked to the officer on site (Badge #217). He stated that he found my bag and turned it in to the lost and found. Since it was after closing time, he took me to one of the Information Desk employees (Heidi) who was able to unlock the room and find my bag. Heidi took my ID and I provided extensive details on what was in my bag.

I really want to thank both Officer Badge #217 and Heidi. They could have told me to come back the next day, but they really went above and beyond. They really gave me a great impression of the people of Minneapolis. I hope you can let them know how much I appreciate their good deeds.

*Sincerely, Diane Zane*