

mspnice award

December 29th, 2022

Greetings Managers,

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



Jake Hintz, MAC Lost and Found

Customer compliments:

I was extremely pleased with the service of the lost and found department because of the wonderful person who answered my call, his name is Jake. Jake went above and beyond to locate my item, taking the time to walk over to the actual gate I had lost the item, have the attendant on duty unlock the kiosk where the items had been placed, and then called me back and walked me through the recovery and delivery process.

Thank you to Jake, you are a wonderful person.