

mspnice award

December 29th, 2022

Greetings Managers,

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



Justin Hughes, Megan Bender, and Meron Tadesse, Airport Retail Group

Customer compliments:

We had a 10-hour delay on our Delta flight so we went into a shop and the man working there was very personable and asked us about our day. We told him about the delay, and he had many recommendations on how to fill our time at the airport! He recommended we go to the Mall of America and gave us very good directions. We were very thankful not to have to sit around for 10 hours.

Big thank you to Justin Hughes!