

mspnice award

August 24th, 2022,

Greetings Managers,

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



Kim Mechura, TSA

Customer compliments:

- ★ I was greeted at the South Checkpoint at MSP this AM by the most impressive TSO I have ever encountered, Kim. He was smiling and enthusiastic. I have been traveling for over 35 years and never sent in a compliment. This gentleman was extraordinary, and I wanted to let you know!