

# mspnice award

August 10<sup>th</sup>, 2022

Greetings Managers,

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



Mark Takamiya, MAC T2 Operations; Matt Michalski, Sun Country Airlines; and Dan Foster, MAC T2 Operations

## **Customer compliments:**

Matthew, our gate agent, did a fantastic job ensuring a quick boarding process on very limited time.

Best customer service I have ever had in Terminal 2.