

mspnice award

August 10th, 2022

Greetings Managers,

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



Mentsnot Shiferaw, MAC Landside Operations

Customer compliments:

We had a horrible experience with Sun Country. The gentleman Mentsnot was the ONLY person who tried to help 71 of us from our charter find out about a bus that could take us back to CWA (Mosinee). He got good info and helped us find chairs to sit upon for 2 1/2 hours.

He is a great employee!