

# mspnice award

April 28<sup>th</sup>, 2022

Greetings Managers,

One of your employees, Nancy Fortier, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nancy for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Nancy!



Nancy Fortier and Zach Holes, MAC Lost and Found

## **Customer compliment:**

Dear Nancy,

Here is a bit of a sweet treat from Alaska to thank you helping me retrieve my lost vest. I hope you can share with your co-workers of family. I so appreciate the way you treated me in communicating my lost article. You are great at your job!

*Thank you!*

*Donna Meiners*