

mspnice award

June 8th, 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!



John Hewitt and Chuck Solloway, Travelers Assistance,
Nancy Fortier, MAC Lost & Found; and Paul Fudenberg, MAC Landside Operations

Customer compliment:

I would like to send a special "thank you" to Nancy.

★ She was so soft spoken and patient with me. I cannot be more grateful for all that she has done to assist me when I lost my wallet. In a time when our world is experiencing so much hostility, she showed that there is still kindness. And that goes a long way in all the good she does for others.

I would also like to thank the Chuck Salloway, who went to the Escape Lounge, verified that all of money was there and safe, called my husband to confirm he found it, and brought my wallet to Lost and Found.

Thank you a million to Nancy and Chuck!

Your grateful traveler - Sheryle Steinbring