

mspnice award

April 11th, 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 Rick Wenzel, MAC Lost & Found

Customer compliment:

I just wanted to give some feedback from my experience today with your Lost & Found Department. The whole process from filing an online report last night to calling this morning and having an actual live person answer the phone (ON THE FIRST RING!) was amazing. I spoke to Nancy (twice) and she was well informed, answered all my questions and was so pleasant to work with. The online shipping options were just as easy to navigate, and my item should be delivered to California by Monday evening.

Thank you! Thank you! Thank you!
Extra thanks to Nancy! She's a star!!