

mspnice award

September 21st, 2022

Greetings Managers,

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

Customer compliment:

Jonathan Grant called in with a compliment for Officer James Eggersdorfer as he assisted with his missing wallet.

Mr. Grant believed he misplaced his wallet in the taxi he had taken to the airport. He was unable to find the taxi information himself and wanted to thank Officer Eggersdorfer for collecting information on the taxi and driver. With this information, he was able to collect his wallet from the driver the next day.

Mr. Grant was extremely appreciative of Officer Eggersdorfer's efforts.