

mspnice award

September 29th, 2022

Greetings Managers,

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

Customer compliment:

Airport police officer Luis Oliveira went to the Avis car rental when I realized only 1 hour before my flight that I had left my cell phone in the car. He was at the info booth and heard me tell Kurt, the volunteer, my problem. Kurt said "Officer Oliveira is a great officer". I agree! He got my phone back!