

mspnice award

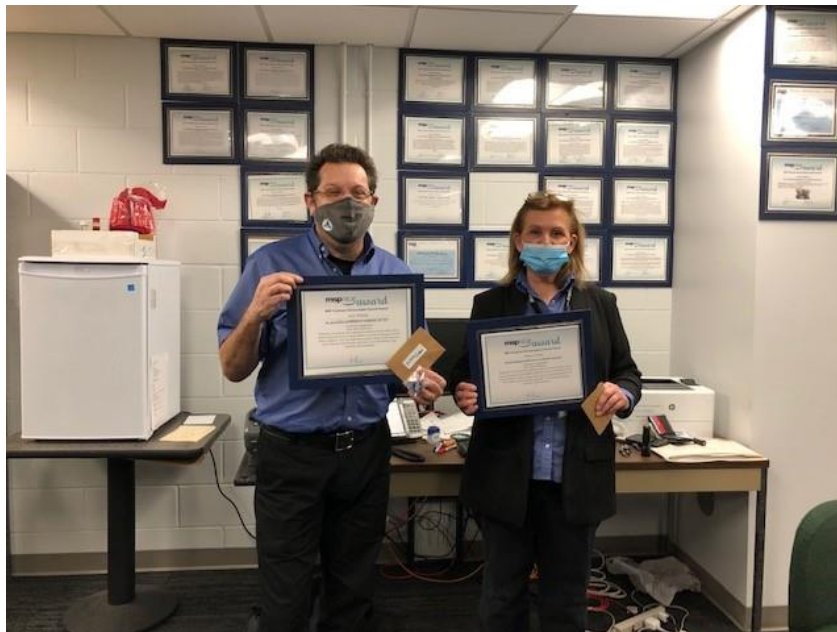
November 24th, 2020

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 Gubash and Nancy Fortier, MAC Lost and Found

Customer compliment:

Dear John and Nancy,

Thank you so much for your lightning response to my lost iPad! I am so lucky to have lost it at an airport where you work! I have spent a lot of time in airports. I was not expecting so quick a return of my items but more important the kindness and help. It is so refreshing to see!

Sincerely, Jill Bauschlicher