

mspnice award

October 17th, 2016

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!



Phil Burke, MAC, Director of Operations; Nancy Fortier, MAC Lost and Found, Phil Freeman, Cynthia Stevenson, and John Gubash, MAC Landside Operations; and Atif Saeed, MAC, Assistant Director, Landside Operations

★ Customer compliment:

Dear John and Nancy,
Thank you so much for being so professional and getting my purse back to me in June. Sorry it's taken this long to say thank you! Your kindness saved the vacation gift to my husband.

Jane Romans