

mspnice award

July 17th, 2017

Greetings Managers,

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



Luis Anchondo, MAC T2 Operations; Ana Melo and Drew Anderson, Sun Country Airlines; and Scott Skramstad, MAC T2 Operations

Customer compliment:

I recently checked in for a flight on Icelandair, and the ticketing agent checking me in was Andrew Anderson. It's rare that I can describe my check-in as even being a pleasant experience, but Andrew exceeded that and made it a wonderful experience. He was exceptionally competent, friendly and helpful. I am traveling with my children, one of which is an infant, without my husband. Andrew was a calm hero in the chaos of my day. I have been dreading our flight because it can be so difficult with the children, but Andrew made the beginning of my trip so much easier. He is an asset and great example of customer service.