

mspnice award

April 28th, 2017

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, MSP Operations; Larry Burgett, MAC Landside Operations; Johnny Butler, MAC Lost & Found; and Nancy Fortier, MAC Lost & Found

Customer compliment:

Wednesday, January 18th, I flew from Orange County to Minneapolis and while waiting for the flight to Madison, inadvertently left my Acer tablet on a chair in the terminal. Upon boarding to Madison, I realized this and the flight attendant told me to contact the gate agent upon arrival in Madison. The man was helpful in giving me the phone number for Minneapolis airport Lost and Found which I called after arriving home. I left a message with my name, phone number and description of tablet. I was surprised to receive a phone call within less than an hour from Nancy, telling me my tablet had been found and would be sent via Federal Express. I was elated and especially so when the Federal Express guy rang our doorbell yesterday afternoon with my tablet. I so wish to thank Nancy and whoever may have found my tablet in your public space. This act reinforced my faith in good people.

Cheers!

Judy Anderson