

mspnice award

July 11th, 2018

Greetings Managers,

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



Kate Webb, MAC Manager, CMAA; Danny Givens, DG Express Shoe Shine; and Deputy Chief Matt Christenson, Airport Police Department

Customer compliment:

Michael Streit, a traveler from Montana was waiting for a flight. He went to the shoe shine stand and received a shine. When he was preparing to pay for it he realized he had no cash. Danny Givens, told him that the shine was free – happy to help him out with a shine.

Mr. Streit was excited to share what a nice gesture that was from Mr. Givens and wanted someone from MAC to know about it. He stated many times how impressed he was by this act and it left a very good impression of our airport on him. He stated it many times. He said that he is looking forward to flying through our airport again, and stated many times how friendly he found our airport to be.