

mspnice award

August 16th, 2018

Greetings Managers,

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



Jennifer Toavs and Chief David Burke, Airport Fire Department

Customer compliment:

My name is Patrick Pollard. Last Friday I was going to fly from Minneapolis to Hibbing around 10:00 am. I was in line and just about to get to the TSA agent and I had a dizzy spell and dropped to the floor. Your staff including TSA, Airport Managers, Airport Police and Fire were there to help me. I want to thank all of them. The public does not say much about the dedication and professionalism that these women and men perform every day. I am on the road to recovery.

Thank You, Patrick Pollard