

mspnice award

March 12th, 2019

Greetings Managers,

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



Travis Schuckert, Supervisor, MAC Public Affairs & Marketing; and Daniel Shern, MAC Public Affairs & Marketing

Customer compliment:

I wanted to commend you on one of your employees, Mr. Daniel Shern.

I called today at the MSP's Airport Number and I was very lucky that my call was intercepted by Mr. Shern. I had a lot of questions about the airport including how does one get from Baggage Claim to "Airport Station - Terminal 2". I am flying in from California and it will be first time to the Minneapolis/St. Paul Airport. Again, I had a lot of questions since it is my first time.

Mr. Shern was very professional, helpful, resourceful and patience with me in answering all questions. I just wanted to take this opportunity to tell you how GREAT he is. I wanted to thank him again for his wonderful customer service. Also, I wanted to re-assure you that I am not related to Mr. Shern and/or he pay me to send this email to you 😊

*Thank you your consideration,
Howard Wong*