

mspnice award

August 28, 2019

Greetings Managers,

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



Ian Barrett, Delta Pilot, Phil Burke, MAC Customer Experience, Assistant Director

Customer compliment:

My son and I attended the Navigating MSP program on April 13. Ian has autism and is afraid of the security screening process. We had heard from his therapist what an excellent program this is.

I just wanted you to know what a terrific experience this was for us. Everyone we met was so nice and welcoming. Jane Amberg was our guide, we met a pilot named Ian, the flight attendants and TSA officers were friendly and put Ian at ease from the start. It was a fun and educational day.

Thank you and thanks to all the wonderful people who volunteer their time to make the airport a more welcoming place for people like my son.

Cordially,
Scott