

mspnice award

August 7, 2019

Greetings Managers,

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



Jane Amberg, TA Volunteer, with Sara Ernst, TA Volunteer Manager

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