

mspnice award

August 22, 2019

Greetings Managers,

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



Joel Shapira, MSP Airport Foundation Musician

Customer compliment:

Thank you for the "Quiet Seating area"! I really needed it, with a long layover and coming from South Africa to Alaska. Loved the folding thin mattress - really wanted to be able to stretch out, and those were perfect!

A suggestion: create a "yoga" or "meditation" room, ideally with a window :). In addition to the awesome "Quiet Seating Area"

Thank you!

Also, loved the live smooth jazz player just below me. Live music is the BEST.

P.S. I love the Shoyu Restaurant thank you!

Kim Mauney