

mspnice award

August 6, 2019

Greetings Managers,

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



John Hagerty, TA Volunteer, Jane Zaspel, TA Shift Supervisor

Customer compliment:

Where to start. I lost my iPhone (left it @ a countertop in restroom). Marion Sauber (supervisor) and John Hagerty (volunteer) were so kind and helped me with not only their personal cells to call my husband but running from C7 to F8 to locate the phone. I'm so happy they both were working today. What a mess (for me) that ended well. I even had enough time to have a glass of wine.

Heidi (red coat) could not have taken matters into her own hands any better. From Pittsburgh, losing my phone at your airport, she sprang into action. I'm so thankful to have met and crossed paths with the individuals I did today. The beginning of my 1st vacation ALONE in 10 years could have gone terribly wrong without their help.

Sarah Lujetic