



The **MSP Nice Award** is administered by the Metropolitan Airports Commission in partnership with the MSP Customer Service Action Council. The intent of the program is to recognize and reward MSP employees or volunteers who exhibit excellent customer service as described in the MSP Airport Customer Service Standards.

Criteria for qualifying for the award

1. Employees and volunteers are eligible for the **MSP Nice Award** when an unsolicited compliment is submitted by a member of the traveling public for excellence in customer service. Any employee or volunteer of MSP is eligible.
2. Comments may be submitted via email, comment cards, letters, MSP Social media, or verbally to our Information and Paging office. MAC Customer Data & Analytics will determine eligibility of each comment. Comments may be disqualified due to ambiguity, solicitation or questionable sources.
3. An employee's manager/supervisor must approve the award.

Procedure

If an employee's manager/supervisor receives a written comment about that employee they should submit it to Katlyn Schenck, Katlyn.Schenck@mspmac.org : 612-726-5574

Upon receipt of the written compliment, MAC Customer Data & Analytics will arrange with the employee's manager / supervisor for a time and location to present the award.



The **MSP Nice Award** consists of: a framed recognition certificate, a \$25 Target gift card and a Service Professional Pin. The employee's manager will receive a document featuring a photo of the recipient receiving the award and a copy of the compliment received.

There is no limit on the number of times an employee can receive an **MSP Nice Award**.

Recipients of the award will also be invited to the MSP Nice Celebration the following calendar year. Winners may also be recognized in the Customer Service Action Council meetings, websites or promotional material.

