

# mspnice award

October 16<sup>th</sup>, 2023

Greetings Managers,

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



Jacob Mussell (*center*), Delta Airlines

### **Customer compliment:**

I was flying standby on Delta on September 24<sup>th</sup> on Sunday at 4 AM, and I wanted to call and provide positive feedback for Delta employee Jacob M. He helped me figure out how to get rerouted and provided me the rerouting information. I was so appreciative for Jacob, as he was kind and cared a lot.

His help and care is so very rare that I had to take the opportunity to reach out and let you know!