

mspnice award

May 24th, 2023

Greetings Managers,

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



Jessica Butcher, Wild Bar

Customer compliment:

I forgot my favorite water bottle at T2 at MSP and thought it was a long shot but I'd see if they found it. I was easily able to get in touch with the restaurant manager and she had it. My flight was arriving late so the restaurant was closed. She made arrangements with her staff to leave it for me, but that staff ended up calling sick so when we got back to MSP we couldn't find it. When she realized this, she emailed me back and offered to drop it off at my house. This is the BEST customer service I've had in years! I've posted it in social media and am telling everyone I know! Jessica Butcher is this special employee of yours! She's a gem!