

mspnice award

July 10th, 2023

Greetings Managers,

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



Karisa Wilson, Johnston & Murphy

Customer compliment:

I don't write many notes after I make a purchase, but my latest experience at Johnston & Murphy was exceptional and deserves a shout out.

I am writing to thank Karisa Wilson, Manager at the J&M store at the Minneapolis Airport. Karisa was very friendly and professional, and she helped me make some very nice summer selections from the store last Tuesday. She has a great sense of style, helped me promptly, and got me on my way to make my flight.

Karisa even shipped my items to my house via FedEx. When they arrived today, I was delighted to see how nicely they were packaged. She even included a garment bag for my new jacket! That was very thoughtful, and also very useful. I'll be sure to swing by the J&M store again during my next trip to MSP.

Karisa is a credit to your organization.

With best regards, Kevin Junod