

mspnice award

May 2nd, 2023,

Greetings Managers,

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



Jeff Prauer and Jonathan Turner, with Liz Ward, Travelers Assistance

Customer compliments:

Liz W. saved our day and vacation! Our incoming flight arrived to MSP late due to weather and we missed our connecting flight. We were re-booked on the 8pm flight resulting in a 13-hour layover.

Liz found a possible earlier flight and walked us to the correct help desk, and they were able to get us on it. 1/2 the wait time!