

mspnice award

May 24th, 2023

Greetings Managers,

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



Teresa Juma, Tumi

Customer compliment:

My husband and I stopped into the Tumi store at the Minneapolis airport today and I just had to write and tell you about our experience with Teresa at Tumi. She was exceptional!! So much so I had to ask her name because I wanted to write Tumi and let them know.

We've been Tumi customers for 30 years and we've never had someone as helpful, thorough and knowledgeable as Teresa. She made things so easy for us by offering to send in my husband's damaged suitcase for repair. Additionally, she helped him select the perfect replacement. She monogrammed everything including a few new items I purchased. Teresa is remarkable. It made our brief stop in MSP very enjoyable.