

mspnice award

April 3, 2014

Greetings Managers,

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



Phil Burke, Director of MSP Operations with Jean Hjerpe, Travelers Assistance

Customer compliment:

Our flight was cancelled. Judy and Jean were wonderful in helping us arrange hotel and transportation. They even walked us to the shuttle pick up and also informed us of the overnight kits which Delta did not tell us about.