

mspnice award

May 7, 2014

Greetings Managers,

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



Jaretta Peterson, Alaska Airlines with Phil Burke, Director, MSP Operations

★ Customer compliment:

Phone call to Alaska Airlines Customer Care Representative from passenger Sherri Bauch:

Caller stated that the agent, Jaretta Peterson, was so very friendly and engaged. She did all she could to get her a window seat. She was unable to get the seat at the ticket counter, but when passenger was in the security line, Jaretta came running up to her to tell her she was able to get the seat she wanted. The passenger was extremely impressed with the service and wanted to make sure we were aware of the excellent service she received from MSP agent Jaretta.