

mspnice award

May 28, 2014

Greetings Managers,

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



London Witherspoon, Delta Above Wing Performance Leader; Jeannine Ashworth, Delta Above Wing Airport Service Director; Kristi McFarland, Delta Airlines, and Phil Burke, MSP Director of Operations

Customer compliment: I arrived around 6:20 pm on Delta from YEG (Edmonton, AB) my flight was late leaving Edmonton and I was worried about getting my connecting flight. After getting wheel chair aid, I made it to my gate in time, as my connecting flight was a little late. I arrived at the Delta counter and a very nice lady greeted me, and handed me a boarding pass. She explained that she had "moved me up". My seat was way back in the 20's. I was thankful she had moved me up. As I was waiting to board, she brought me a wheel chair so I could sit down, she told me I looked like I was in pain. I want this wonderful lady to get acknowledged and be given some praise!!! Her name was Kristi. She is one of the reasons I am reminded of why I love to fly Delta!! I hope in the future I have her as a gate attendant. To me she went above her duties, but it may have just been her doing a GREAT job.... PLEASE, please make sure her supervisor reads this. Thanks.

-Shirley Parsons