

mspnice award

June 6, 2014

Greetings Managers,

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



Jamila Porter, Alaska Airlines with Phil Burke, Director of MSP Operations

★ Customer compliment:

I am writing to express gratitude toward the CSA who assisted my family during check in this morning at MSP. She was working in the "special services" line at the check-in counter. We missed our original flight due to another carrier's delay. We were then put on an Alaska Air flight. We were stuck at the airport 5 hours before our flight, with a one-year-old, waiting for the check-in desk to open, we couldn't even check in through security. When we went to check in with AS, the CSA was extremely patient with us and did everything she could to accommodate us by putting us on seats together (we were traveling with an infant-in-arms). She was very professional, apologetic and accommodating. Thank you for a great experience!

-J Baldwin