

mspnice award

December 13th, 2019

Greetings Managers,

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



Jeff Steier, Judy Jones, and Jill Christine, Southwest Airlines, and Mark Takamiya, MAC T2 Ops

Customer compliment:

On June 25th I traveled from New York to Minnesota and during this trip, my luggage was damaged (a wheel was broken off). I went to MSP Baggage service there and encountered two employees (Jill and Tim), that were nothing short of amazing. They greeted me with a smile, quickly solved my luggage problem and sent me off with a smile on my face. I have had issues before with other airlines and have never been treated as well as I was on this day. Again, I'm sorry this message has taken me so long to write but I would love both employees to be recognized for their exceptional service. Thank you for being my number one airline I fly!