

mspnice award

February 10th, 2016

Greetings Managers,

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



Judy Burtis, Delta Airlines, with Phil Burke, MAC Director of Operations

Customer compliment:

The operation of the flights I was just on was very good and I was not affected by the overbooked status of the flight. BUT what was extraordinary about this travel experience was the phone call I received from a Delta Customer Service Manager at the MSP airport this morning! Judy Burtis called me first thing this morning (during her off hours, from home) to advise me my passport was turned in and she wanted to arrange a time for me to pick it up. STELLAR Service! I had my passport back in my hands within 24 hours of it being found AND before I even knew it was missing! It is this type of service that puts Delta far above your competitors, and because of employees like Judy, I will always remain loyal! I select Delta itineraries, even if it means connecting or going out of my way because of this type of customer handling.

I am in awe with the service heart of this manager Judy, and I sincerely hope you will take the time to recognize her for going WAY above and beyond!

Bonnie Boisner