

mspnice award

December 5th, 2019

Greetings Managers,

One of your employees, Judy Jones, 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!



Luis Anchondo, MAC T2 Operations; Judy Jones, Chad Larimore, and Bryce Hough, Southwest Airlines

Customer compliment:

We wanted to recognize your employee Judy Jones who was the gate agent the evening of 9/27. My husband and I were in Chicago for my nieces wedding. Our two kids (20 & 16) and our two foreign exchange students (15 & 17) were flying to meet us. Due to weather, their flight was cancelled along with many other flights. Judy went above and beyond to make sure our kids were able to get to Chicago for the wedding. It was not easy to find a flight, but she worked hard to make it happen. Additionally, she kept my husband and I informed of the situation including letting us know when they were on the plane and providing us with ETA. We appreciate her kindness and hard work. Thank you, Judy!