

mspnice award

February 17th, 2016

Greetings Managers,

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



Ana Melo, Sun Country Airlines; Luis Anchondo, MAC; Bruce Luther, Kelli Korpi, and Deb Dworshak, Sun Country Airlines; and Dan Foster, MAC

Customer compliment:

I am writing to thank you for a great experience I had this morning at MSP. I accompanied my aging parents to ticketing to make sure they had a smooth process in getting to LAS today. (SY103) Ticketing agent, Kelli, went over and beyond what was expected of her by a long shot! She offered a wheelchair for my dad, just from her observation that he seemed to benefit from not walking. She also gave me a pass to escort them to Gate 3. Please acknowledge Kelli for her star customer service today! I really appreciated her help. Have a good day!