

mspnice award

October 4th, 2021

Greetings Managers,

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



Chad Larimore, James Myers, Daniela Ledesma, Lisa Lehman, Bryce Hough, Southwest Airlines and Mark Takamiya, MAC T2 Operations

Customer compliment:

My husband and I flew this week with our son, his wife, and their children who range from 5 months to 5 years old. Our flight from MSP to Phoenix was delayed and in turn, we missed our connecting flight and had to stay in Phoenix overnight. Lisa was a wonderful gate agent who assisted my son in making arrangements and booked us on a flight the next day to Ontario. She was friendly, patient and so very helpful. We are incredibly grateful for the professionalism and kindness of every single employee we encountered throughout both legs of our trip. Thank you for the emphasis and training you place on how to treat guests, as it makes a world of difference in making any trip a wonderful experience.