

mspnice award

January 28th, 2022

Greetings Managers,

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



Kevin Griffin & Luis Anchondo, MAC T2 Operations;
Maisah Blanton and Tracy Wagner, Sun Country Airlines

Customer compliment:

I would like to take this chance to express our gratitude and great experience from one of your employees. Her name is Maisah Blanton, and she went above and beyond. We were 6 passengers with 14 pieces of luggage. We had experienced very rude comments and eye rolls from other employees. But Miss Blanton did not interfere with them or interact with their rude comments when one of the employees stated that “they must be crazy taking all that stuff”.

Ms. Maisah Blanton, she was exceptionally polite in her way of taking care and asking questions. She did not complain nor grumble. She went above and beyond with taking care of our checked in bags and boarding. She kept apologizing for any delays caused by the system printing the luggage tags and so on. She apologized once again at the end before handing us our passports, luggage tags and tickets. She wished us a sincere safe travel and happy new year. We really find her an amazing star amongst the other employees and would like to pass on this message to the management that she is truly representing the company in an exceptional picture. Ms. Maisah Blanton should be acknowledged for her services and extreme politeness.