

mspnice award

December 8th, 2014

Greetings Managers,

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



Nikki Edwards of Travelers Assistance, with Travelers Assistance Shift Supervisor Willie Jones.

★ Customer compliment:

I am Su, a traveler who had connecting flight to Tokyo in Minneapolis airport. I would like to thank Nikki for helping me send a gift to my friend via Fedex. It was Saturday when I arrived in the airport. The fact that nobody picks up mail during weekends really caused problems to me, especially the payment problem. Nikki helped me from looking for a Fedex kiosk to calling Fedex people and asked them how we shall write the form. In addition, she inquired several plans for me to choose and save budget. I really want to thank her for being so friendly and nice while I felt frustrated about sending mail in MSP international airport. She really deserves a proud and great MSP tag on her uniform.

Su