

mspnice award

December 23rd, 2019

Greetings Managers,

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



Paivi Julkunen and Rami Saadeh, TSA

Customer compliment:

I want to share our positive experience with a TSA agent using TSA cares on our most recent trip. Paivi met us at the Minneapolis St. Paul airport upon check in. She jumped right in and asked how she could be of service. She was friendly and has a knack for working with children and those specifically with special needs. She bonded with my son took time to get to know him and connect with him to put him at ease freeing up hands for my husband and I to go through security with much less stress. I have no doubt she would provide the same impeccable service to another family. She was amazing! It was such a blessing to work with her on the start of our trip. I wish I had booked TSA cares on the return part of our trip as it would have gone much smoother. Anyway just wanted to pass along.