

# mspnice award

December 23<sup>rd</sup>, 2019

Greetings Managers,

One of your employees, Reggie Jordan, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Reggie for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Reggie!



Luis Anchondo, MAC T2 Operations; Joel Parra and Reggie Jordan, Prime Flight; and Kevin Griffin, MAC T2 Operations

## Customer compliment:

My mom Margaret Johnson (AKA Peggy) and I have had a very hard time with many things happening to us on our trip from Chicago to Minneapolis. But, when we landed and Reggie met us with a wheelchair everything just got better. He was so amazing! He took us to get our luggage, helped us with our luggage and took us across the street to get a rental car. There was no one at the counter so we had to go to another counter there was no one at that counter so he took us upstairs to another counter where we finally got our car. He loaded our luggage and we left. On our return to the airport we had my daughter's cat because she is moving to Guam to be a missionary. So this was another rough trip. I dropped my mom and the cat off and returned the car. I was so delighted when I got into the airport to see my mom sitting waiting for me with REGGIE!!! He took us through the airport with the cat, which was stressful with TSA but Reggie got us through. Then I lost my boarding pass and our flight was delayed. Reggie to the rescue again!! We love Reggie. Needless to say getting the cat sedated and in the carrier was very stressful. Reggie really helped calm us. Please recognize him for his amazing personality! GOD bless you all.