

mspnice award

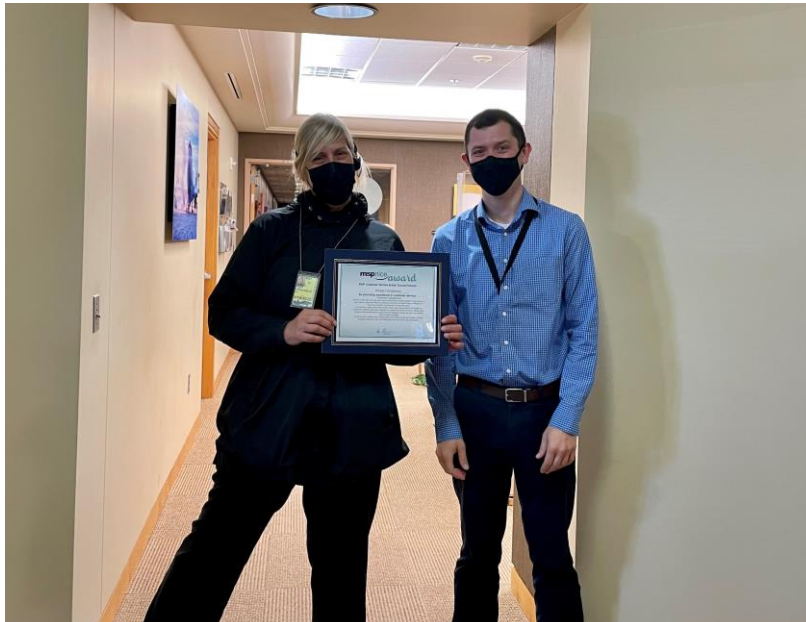
September 24th, 2021

Greetings Managers,

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



Rhoda Christenson and Danny Messinger, MAC Strategic Communications

Customer compliment:

Several weeks ago, my wife and I were in the Delta Lounge headed for two weeks in Italy when it appeared that we needed an EU form we didn't have. Without it we feared we wouldn't be allowed to board the plane.

For whatever reason the service room wasn't open and we had not brought our computers. Without the help of Rhoda, we risked real travel problems. Rhoda, after trying to find an alternative, spent an hour helping to create the form we needed and we made our flight

I tried my best to offer some compensation but could not get her to take it.

Please recognize Rhoda for the incredible help she was to my wife and myself.