

mspnice award

May 11, 2021

Greetings Managers,

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



Luis Anchondo, MAC Assistant Manager Airline Operations; Safiya Jaafaru and Joel Parra, Prime Flight

Customer compliment:

Safiya is very, very courteous, friendly, and helpful. I remembered her from my last trip to MSP 6 months ago and was happy to see her again because of her kind attention to me. She was not only helpful with checking in my bags and taking me to the gate, but because of my long wait to departure, I asked if she wasn't busy around 12:30, if she could help me to the restroom.

She remembered!