

mspnice award

June 25th, 2021

Greetings Managers,

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



David Rivard, Sara Ernst, Jim Raymond, and John Hewitt, Travelers Assistance

Customer compliment:

Jim R at the North Mall was and is a blessing to me. I was released from prison on the 26th to fly from Minn. To AZ. I needed a phone and guidance to set my card up and call my mom to let her know I was coming home after 4 long years. He didn't hesitate to assist me. He gave me extremely positive encouraging words that made me less anxious and more excited for my new life. God is Good! He introduced me to Jim R and I appreciate him and will not forget him. I hope I will see him again. If you see him, please tell him I said thank you 1000 times and I hope he has a blessed day.

Thank you