

mspnice award

April 11th, 2022

Greetings Managers,

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



Daphanie Watson, TSA, with Phil Burke, MAC Customer Experience

Customer compliment:

We were traveling with my grandson and family for the first time and did not know that we needed a boarding pass for my grandson since he is only 8 months old. We were already short on time and absolutely in a state of panic. Your TSA Agent told me that I needed to go back to Delta, add him and get a boarding pass. I was so worried about time, but I ran all the way back while my daughter in law stayed with the baby. The kiosk told me I had to see an agent and the line was so long and I started to worry about your TSA agent had met me down there and escorted me to the front of the line to get it taken care of and then walked me back so that I would not have to wait in the long security line again. Had it not been for her kindness and compassion, we would have surely missed our flight. I am so thankful for her kindness and compassion. She truly is one of a kind.