

mspnice award

December 29th, 2022

Greetings Managers,

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

Customer compliment:

I had a wonderful experience working with Sgt. Christianson. On Sunday, I left my phone in the seat pocket of my flight from Sioux Falls, SD to MSP. Sgt. Christianson attempted to get on my plane to check for the phone, but the plane had already departed for another airport. She pursued locating the phone by visiting multiple gates and speaking with Delta "Redcoats." By engaging Delta Airlines, Sgt. Christianson was later able to determine that my phone was found in Louisville, KY and was located at their Lost & Found. The phone is currently being shipped to me. I am so happy for the ability to retrieve all my contacts and pictures of family members. Thank you, Sgt Christianson, for your professionalism and taking the extra time to help me.

Larry Humes