

mspnice award

August 4th, 2016

Greetings Managers,

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



Linda Turner, MAC Facilities Supervisor; Jean Hjerpe, Travelers Assistance;
and Willie Jones, Travelers Assistance Shift Supervisor

★ Customer compliment:

Ms. Patricia Jones was a connecting passenger from Montana with a long layover in MSP and brought to TA Central. She is physically disabled, very hard of hearing and could not be left alone. Marion and Jean handled the “comforts of home” component at TA Central. Ms. Jones’ daughter, Kirsty Dupree called the MSP APD when she couldn’t get ahold of her mom. Patricia was “overjoyed and delighted” when 4 police officers stormed the TA OFFICE!!! She was gushing about “all the handsome men”.

Ms. Jones sent in the compliment about her time at TA Central:

I would like to compliment two excellent and sensitive and warm services of these volunteers (Marion and Jean) and warm devotion of the handsome man at your service to open my deaf ears to be able to fly back to Scotland.