

mspnice award

August 23rd, 2016

Greetings Managers,

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



Nikki Edwards, Travelers Assistance;
with Jane Zaspel, Travelers Assistance Shift Supervisor

Customer compliment:

I am expressing my deepest gratitude and thanks to Nikki -- in Minneapolis/St. Paul for all the hard work she did to help me get my carry-on bag to me in Washington, DC. The bag was inadvertently left behind at the MSP McDonald's and taken to airport lost and found but I did not realize the bag was not with me until 15 minutes before boarding began on our flight to Dulles. Nikki went above and beyond duty to locate my bag and get authorization to put it on to the next flight to Dulles. This bag had my life in it -- including medications and clothing needed for the wedding I was slated to attend! I do not know Nikki's last name, but I hope that she is recognized for helping me out, and the other nameless folks who helped get the bag to me!

Nikki was truly an angel -- keeping me up to date on what was happening and checking to make sure the bag arrived safely!