

mspnice award

July 6th, 2017

Greetings Managers,

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



Erica Schmid, Greta Nisswandt, Tika Humagai, Jennifer Mellum (center), Steve Mahon, Michelle Hatterman, Amir Scott, Sun Country Airlines; with Scott Skramstad, MAC Manager, T2 Operations

Customer compliment:

I would like to comment on the exceptional service I received at MSP from Jennifer and Carlos. They helped my daughter make a connection from MSP to SFO after we had landed in MSP from Punta Cana on Sun Country. It was a legal connection but there was ONE customs person and after begging, we cut in front of the line to go through customs. Of course her bag wasn't there but we ran to the counter so she could re-check in and then go through security again. Jennifer and Carlos did everything in their power to help her and she made the flight after running through the airport. My son grabbed the bag and ran it to her and they made sure her bag was on the flight. Without those two agents she would not have made her flight. They were kind, courteous and helpful as well as understanding.