

mspnice award

July 17th, 2017

Greetings Managers,

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



Luis Anchondo and Kevin Griffin, MAC T2 Operations;
Jessica Weldon and Oniekev Brown: Sun Country Airlines

★ Customer compliment:

I want to give a special compliment to the gate agent Jessica Weldon on our 6:50am MSP to BOS flight on June 19th. My daughter and her classmate were connecting through Boston to study abroad in Europe and we were given incorrect information when checking their bags. Once we reached the gate we realized that what had been done was not correct, and Jessica went the extra mile to help get it fixed. She made a huge difference for my daughter on this study abroad trip by avoiding what could have been a really disastrous start.

Jessica is a credit to your company. Thank you!