

mspnice award

December 20th, 2017

Greetings Managers,

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



Dan Foster, MAC T2; Sue Schumacher, Nikki Rodriguez, Ka Moua, Abdellah Bakhtyari and Judy Jones, Southwest Airlines; and Luis Anchondo, MAC T2

Customer compliment:

Your MSP gate agents, Judy and Maria, are the most incredible people I have ever experienced in an airport. We would love to give you details. Upon arrival at MSP, taking my dad on a belated trip to Tennessee, we noticed that our flight was delayed. The flight would land just before 1pm at MDW, and we would likely miss our flight into Memphis. Gate agents Judy and Maria acted quickly. They noticed we would likely miss our connector and worked to get us onto a flight to get us into MDW earlier. We got on the flight and made our connection. Many thanks!