

mspnice award

December 20th, 2017

Greetings Managers,

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



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

Customer compliment:

I want to thank a counter agent at your Minneapolis airport for such kind, caring customer service when checking in for our flight. She first had an attendant available immediately to assist my mother with a wheelchair, and then was incredibly kind and thoughtful with my travel needs on a very full flight. Please thank her for me- she made my flight much better through her kindness and generosity.

With thanks, Julieann Nespor