

mspnice award

December 20th, 2017

Greetings Managers,

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



Luis Anchondo, MAC T2 Operations; with Katie Hollander, Maria Organ Fletcher, and Francis Benjamin Reyes, Southwest Airlines

Customer compliment:

I recently booked a trip from MSP to Tucson. My flight got delayed and I would have missed my connection in Denver. Katie at the baggage counter managed to reroute me within a few minutes. Even though I didn't get home until the following morning, she got me there early enough to get where I needed to be. The new flight I needed was boarding so I didn't get a chance to properly thank her. Please let her know I truly appreciate what she did. For future flights, I am always going to check you guys first. Thanks again!