

# mspnice award

December 20<sup>th</sup>, 2017

Greetings Managers,

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



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

## 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 dead on a belated trip to Tennessee, we noticed that our flight was delayed. The flight would land us 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 connected 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!