

mspnice award

December 20th, 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:

I wanted to look you up and say a BIG THANK YOU for helping me and my friend Becky keep our seats together yesterday. It was a bit of a nightmare trip actually- our connecting flight in Chicago was delayed twice and we didn't arrive to Vegas until almost 3AM, only to find that my room reservation had been cancelled! We did end up find a room around 4AM, so all is well. However, it would have been a huge disaster if we had been separated and trying to figure everything out, so thank you, thank you, thank you a hundred times. You are the best!