

# mspnice award

January 25<sup>th</sup>, 2018

Greetings Managers,

One of your employees, Christian Jones, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Christian for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Christian!



Christian Jones, Elviar Harvel, John Gubash, MAC Landside Operations;  
and Phil Burke, MAC Director of Operations

## Customer compliment:

In afternoon of October 27, 2017, we missed our Delta connector flight by a few minutes en route from Las Vegas to International Falls due to weather, even though we called the departing gate to notify them we were rushing to the departing gate- they did not wait. Since the next flight to International Falls wouldn't be till the next morning, we had to stay overnight at our expense. We didn't know where to find a hotel and found the information booth in the airport where Chris Jones was so helpful in suggesting a hotel and phoned the hotel for us to reserve a room and have the shuttle come to the airport to pick us up. He was very kind and friendly and took time to help two upset seniors in a very calming manner. Thank you Chris!

*Lorna and Gary Angus*