

mspnice award

October 3rd, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; with Jennifer Risch, and John Nelson, Dufry - Hudson Group - WDFG

Customer compliment:

Hello, I wanted to reach out with kind words for an airport employee who helped me and my Mom out. Jennifer with Hudson literally stopped what she was doing and took us by the hand to our gate. We flagged Jennifer down when she was driving, she parked her cart, helped with a piece of our luggage and walked us to our gate. A great way to end our trip with a thoughtful airport employee, her smile will carry us to the West coast.

Please pass this message on with a thank you from Susan and Mom. What a wonderful employee to have!