

mspnice award

July 9th, 2018

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations; Reggie Jordan, Prime Flight Aviation; Joel Parra, Jet Clean Aviation Services; and Kristina Conklin, MAC T2 Operations

Customer compliment:

We arrived at MSP and we received assistance from Reggie Jordan, a skycap who assisted my 85 year old mother and chronically ill husband who required wheelchair transport through the airport. Reggie went above and beyond the call of duty after we arrived to the airport. We encountered some unexpected inconveniences at the rental car counter. We arrived at the rental car counter to discover no one was at the counter and no staff was available at the rental car counter to assist us with our needs. Reggie directed us to where we could get the assistance we needed and the problem was resolved. We thank God for Reggie help!!!