

# mspnice award

August 6, 2019

Greetings Managers,

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



JoAnn Conney, TA Volunteer, and Jeff Prauer, TA Shift Supervisor

## Customer compliment:

My wife came through MSP airport earlier. We decided to go straight through security as we wanted to have a bite to eat. We had checked in online and secured our online boarding cards, only to be advised that this was not allowed on our Aer Lingus flight and we would have to go to the Aer Lingus desk to have our tickets printed in order to pass security. Of course there was no service at the Aer Lingus desk at that time and no previous advice to us of the inability to check in electronically.

We went over to the desk manned by your colleagues (Chuck Smith, JoAnn Conney, Lee Trelstad), who, as volunteers, went out of their way to help us. They were fantastic and came with the news that the Aer Lingus staff were just coming out to man the station.

We would like that they are recognized for the effort they went through to facilitate tired travelers.

Thank you,  
David & Ena Mullis.