

mspnice award

February 13th, 2019

Greetings Managers,

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



Travis Schuckert and Lindsay Scherer, MAC Public Affairs and Marketing;
Nicholas Wilkerson, Ryan Cox and Jenna Pederson, United Airlines

Customer compliment:

I am writing to give positive feedback about an employee named Ryan at MSP Terminal 1 (United Airlines). Yesterday was a very difficult day for travelers in the mid-west. Given the poor weather, there were many delayed flights and distraught customers. I too was traveling yesterday and feared that I would not be able to make it to my final destination (New York) due to the poor weather. However, a worker for United Airlines named Ryan put forth a lot of effort to enable me to make it to my final destination. We spoke a number of times throughout the several-hour delay that I had, and he really put a lot of effort into his work with me, as well as with the other customers. I really commend him for his assistance and encourage you to do so as well. Ryan was managing gate E10, again on January 28th. United flight 2012. I would appreciate if you could forward this message.