

mspnice award

April 13th, 2015

Greetings Managers,

One of your employees, Christian Boyd, 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!



Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities; with Christian Boyd, MAC Community Service Officer

Customer compliment:

After a shuttle dropped my luggage off at Delta with another group of people, then brought me to Sun Country with no luggage, my emotions of excitement turned to emotions of tears and I was devastated that I may now miss my flight, and not find my luggage. An employee tried helping me but we had no luck so he brought me to the police station in the airport. That's where I met Christian Boyd, 217. We went to a couple of the lost and found areas but no luck. We went to one last one and as I stood there hoping that it was there, here comes Christian with my wonderful suitcase. We filled out the claim paperwork, I asked him if he could help me get to where I needed to be and he replied with a no. With sadness once again approaching me, he looked at me with a smile, and said "of course I will help you, I was joking." That did make me smile and did lighten up my mood, since I myself on normal bases am a jokester. I expressed to him that this was my first time traveling alone and that I was going to Vegas. He assured me that this little incident was something I was going to remember forever and that Vegas is going to be a blast! As we approached the light rail, he tells me the 3 steps I have to do, step on the light rail and when the doors open step off and follow the signs. I know that those directions couldn't be any easier to understand, but when you are a person like me you start to get worried that you are going to get lost since directions really isn't my thing. I think he knew that I was scared to go alone and offered to ride the light rail with me. When we got to where I needed to be and I felt comfortable enough to proceed on my way, we said our good byes. I wanted to hug him and thank him a million times for being such a great person for helping this 25 year old helpless girl who should know what she was doing while traveling, but had no clue. He honestly is great at his job and I could never thank him enough for helping me. Everything happens for a reason, I truly believe that, and I am so thankful that he didn't hesitate to help me when I needed it most. Thank you Christian, not only for making me feel like I wasn't traveling alone, but for being a friend and helping a total stranger out. You're the best!

Nicole Kiess