

# mspnice award

September 10<sup>th</sup>, 2014

Greetings Managers,

Two of your employees, Lowell Johnson and Jeff Jewett, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Lowell and Jeff for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Lowell and Jeff!



Jeff Nawrocki, MAC Assistant Director of MSP Operations/Facilities, Lowell Johnson and Jeff Jewett MAC Electricians, and Phil Burke, MAC Director of MSP Operations

## Customer compliment:

I want to express my appreciation to two (MAC) employees, Lowell Johnson and Jeff Jewett, who went out of their way to help my daughter and me on our recent visit to the Twin Cities. On Friday, April 11, we were headed to the MSP Airport to fly to Wisconsin for two college visits. Unfortunately, on the way, we hit a pothole and managed to get to the SuperAmerica gas station near the airport where we discovered we had a flat tire. With two hours to spare before our flight, I was hopeful we could get the car in working order and return it to the rental agency in time to catch our flight. However, calls to AAA and the rental car company made it clear neither could help us that quickly. About that time, Jeff appeared and asked if everything was okay. (I suspect he could tell everything was decidedly NOT okay--but I certainly was grateful for his calm, friendly approach.) Over the next 15-20 minutes a helpful SuperAmerica employee, Jeff, and Lowell pooled their quarters to add air to our dead tire, considered how they might change a tire without any tools for the task, and ultimately assessed the repair option as a lost cause. With the clock ticking, Lowell and Jeff offered to get us to our flight--they loaded our luggage into their truck, Jeff took a seat at the curb by the gas station's air tank, and Lowell, my daughter, and I buckled up and headed to the rental car agency without the rental car. We made our flight, the rental car agency was surprisingly understanding of the situation, and I trust Lowell retrieved Jeff so they could continue their "real" work that day. For our part, I confidently claim that Jeff and Lowell saved our college-tour trip. Moreover, their kind, generous, good-humored assistance turned this messy, stressful event into an adventure we have retold many times. I cannot completely convey my thanks to both of them--and to MAC for, I assume, encouraging outstanding customer service.