

# mspnice award

November 14<sup>th</sup>, 2014

Greetings Managers,

One of your employees, Kim Nguyen, was recently awarded with three MSP Nice Awards! The MSP Customer Service Action Council (CSAC) is proud to recognize Kim 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 Kim!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Phillip Freeman, Kim Nguyen, and Billy Todd, MAC PSAs, with Phil Burke, MAC MSP Airport Director

## Customer compliment:

\*Wonderful! We went to terminal 1 taxi to take a taxi. Kim told us that we could get a free shuttle to Marriott Eagan. They made a call on our behalf to the hotel and when the hotel front desk denied the shuttle at 11:20pm, she filed a complaint and helped us to get a taxi. Kim was very helpful, honest, well cultured and willing to help. We found a friend in her. We wish her best of luck and a good future ahead. She is so nice to have at the airport!

\*We needed a motel room and transportation to room and back to terminal the next morning. Kim was very helpful to us in every way. Kim Nguyen is the kind of employee I would want in my business!

\*Kim is outstanding! Her knowledge of the area is amazing and her ability in providing options for ground transportation was incredible! She offered me four options in navigating/getting to downtown- thank you for the coaching!