

mspnice award

February 13th, 2023

Greetings Managers,

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

Customer compliments:

In December, 2021, it was my dad's 87th birthday, and he was flying into Minneapolis alone and I was to meet him at the plane, the weather was very challenging that night to say the least coming from western WI, I realized I was definitely going to be late. So I began to panic that my dad would arrive there alone without me to greet him and show him the way (he has some short term memory issues as well) so I called Minneapolis airport security and begged them to help me somehow greet my dad and bring him down to baggage claim and I would be there by then waiting. They transferred me to this AMAZING woman named Debbie who to this day I am STILL eternally grateful for; she found someone to meet my dad with a wheelchair and bring him to baggage claim safely. She called me back like 3 times!!! And said please don't worry. Your dad is fine and she even called me with the baggage claim carousel number! When I saw my dad, he was so happy and in such a good mood. Debbie really saved the day for me, and dad and I am so sorry I am writing this letter so late but it still means so much what she did for my father and me. I hope you will share this letter with Debbie.

Thank you again Debbie and I will always be grateful for your exemplary service and your kindness.

*Warmest regards
Lisa Mitchell*