

mspnice award

August 21st, 2023

Greetings Managers,

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

Customer compliment:

I truly wanted to send a note of sincere thanks and gratitude for Ian Martin. I arrived at MSP this morning on business and took a cab to my hotel. Unfortunately, I left my wallet in the cab after payment.

The GM here at the Hilton tracked down Ian's number for help. With 5 minutes, Ian called back and sought more information. Incredibly, Ian took the time to watch the CCTV footage, tracked down the driver, met him in St Paul, retrieved the wallet (the driver had no idea it was there), and took the time to personally deliver the wallet back to me.

I am forever grateful for Ian's diligence and time for such a kind act. Ian deserves much appreciation and recognition.

Many thanks to all at MSP MAC
Mike Schelke