

# mspnice award

July 10<sup>th</sup>, 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 cannot believe what just happened. The most amazing, outstanding, exemplary, and exceptional customer service experience of a lifetime! We will talk about this for the rest of our lives. We were ending a trip we made to our property in Iowa. We were spending the night at a nearby hotel and departing Sunday morning. A few minutes into a hotel room search, Daryl realized he had left his wallet in the cab.

Daryl had the hotel shuttle drive him back to MSP to speak with the MSP Taxi attendant. Daryl returned to the hotel shortly and reported the Taxi Attendant took his information and additionally had him provide his contact information to MSP lost and found. On Sunday morning, we returned to Phoenix.

My husband received a call from Agent Ian Martin. He was asking my husband for particulars about the lost wallet incident; our physical description, what we were wearing, carrying, etc. We were able to give him an approximate time of departure from the MSP airport on Saturday to our hotel; and even the slot the cab was parked in. Approximately 2 hours after the first call from Agent Martin, Daryl received a follow up call from Agent Ian Martin. He reported the wallet was recovered! Agent Martin reviewed video; traced down the cab; and found the wallet still within. It had slipped between the seats. Daryl's cash, cards, AZ drivers license were all still within! It was at this point Agent Martin explained he lived SE of the cities, and one of Agent Martins suggestions was he could meet up with someone to deliver the wallet if they lived in the same area! My cousin, is a retired State Trooper and had worked for the Airport Police Department. We provided Dave and Agent Martin with each other's information. The two of them agreed to meet today at the MSP airport. Dave now has Daryl's wallet.

To say Agent Ian Martin exceeded expectations would be an understatement. He displayed exceptional customer service skills, tenacity, professionalism, kindness, and genuine caring for others!