

mspnice award

February 8th, 2023

Greetings Managers,

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



Tally Oschmann, Delta Global Services; Rick Fulp, Unifi,
and Phil Burke, MAC Customer Experience

Customer compliments:

I was traveling with my husband and 5-year-old son on Christmas Eve, and there was a great employee who truly went above and beyond, Rick.

That day, my family and I had flown into MSP from LAX and our connecting flight to Sault St. Marie had been cancelled. It was unable to be rebooked until Tuesday 12/27. I was very stressed out and my mom was devastated that we wouldn't be able to spend Christmas together.

However, Rick was so helpful and patient- and he managed to get us on a flight to Grand Rapids that night - asking if we had a way to get the rest of the way there (luckily we did!).

I am so so grateful for his help. Especially given that he was working on a holiday and dealing with a lot of high-pressure situations and less-than-friendly individuals. He really did save Christmas for my family. And he was pleasant while doing it.

If this isn't the right place to reach out, please let me know and I'll reach out elsewhere. But if you could pass this along I would appreciate it. I would love for his hard work to be acknowledged.