

mspnice award

May 2nd, 2023,

Greetings Managers,

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



Scott Huston, Delta Airlines; with Phil Burke, MAC Customer Experience

Customer compliments:

We are writing to express our sincere gratitude for the excellent customer service provided by Scott Huston at the Delta Baggage area and Tim Dakay. When our flight was canceled and we were sent down to the baggage claim area to check the status of our bags, we were greeted by Scott, who upon hearing what happened, suggested we should leave our bags there, and proceeded to provide us with some great toiletries for the night. My husband, my son and I all wore contact lenses, so we were concerned of not having our contact solution and storage case. Scott walked us to see Tim, who provided us with contact solution and storage cases. Even though our situation was bad because we were looking forward to arriving at our destination that night, Scott and Tim made our night better with their kindness and outstanding customer service. I understand airline work to be a stressful and oftentimes thankless job -- well, on behalf of our whole group, THANK YOU. You made what was a difficult situation much easier to navigate, and everything ended up working out in the end. Please let me know if there is any more formal way of submitting feedback - I would love to contribute if possible.

I wish you best of luck in the future, and please know that your work did not go unnoticed and unappreciated!