

July 31, 2013

Greetings Managers,

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

Way to go!



Arlie Johnson, Assistant Airport Director, MAC Landside Operations with Wesley Johnson, Delta Air Lines

CUSTOMER COMPLIMENT

I want to express my gratitude to one of your employees who works for Delta. Due to mechanical issues on another carrier we landed at MSP around 11am and ended up with a 6 hour layover. When we got off the plane we asked Delta if they had any other flights they could get us on and were told that since our tickets were moved back to the airline we had originally booked our flight on, we would have to ask them. We had a prior commitment and really needed to be in Denver before 6pm. We spoke to an unhelpful agent at the other airline who told us there was nothing she could do to get us out earlier. Even when I asked, "so you are telling me that there are no other flights flying out to Denver before 5:30pm in this whole airport?" She told me nope, 5:30 was the soonest. So we grabbed our bags and walked on. I then walked by the list of all the flights in the airport and saw that Delta had a flight leaving for Denver at 11:30am. We had 10 minutes to spare so I ran all the way from the E gates to F. I was tired from running and explained our situation to the agent on the F concourse, and you know what, he was actually willing to help us! He told us that they had seats left on this plane and that he would call the other airline and see if they would give them custody of our tickets. It was done in less than 5 minutes and we made it to Denver. I can't express how grateful I am that he took the time to help us! You have a great employee and I hope you give him recognition for this. Please let Wesley know that he is an awesome employee! You are very lucky to have him!

-Dionne Chromy