

August 8, 2013

Greetings Managers,

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

Way to go!

Linda Lewis, MAC
Facilities
Supervisor with
Travelers Assistant,
Garyld Harms



CUSTOMER COMPLIMENT

Kudos to the gentleman manning the information booth by your tram system at 3 pm today (July 6, 2013.) After experiencing multiple delays on the departure of my Delta flight into MSP, I had less than 15 minutes between the time I stepped out of my plane and my next flight (DL1814) was scheduled to depart. I asked the gentleman at the information booth how to get to my flight. He looked up the flight and advised me to take the tram, get off on the second stop and turn right to gate C1. As I waited for the tram, he popped up beside me and asked me my name so that he could call ahead and let the gate agent know I was still en route. I followed his directions and walked briskly to gate C1 after exiting the tram and was greeted at the gate by an agent who thanked me for having someone call ahead to let them know I was still trying to make the flight. I was the last person to board and the plane was moving within five minutes. The thanks that the gate agent expressed belongs to the gentleman at the information desk -- whom I will probably never see again but to whom I am extremely grateful. My note above isn't nearly as eloquent as I would like it to have been but I wanted to take a few minutes to complement someone for a job well done and for making my day.

-Nick Morrow