

# mspnice award

April 14, 2014

Greetings Managers,

One of your employees, Tamara Waade, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Tamara for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Tamara!



Ben Humphrey, Delta Air Lines; Tamara Waade, Air Serv, and Phil Burke, Director of MSP Operations

## Customer compliment:

Just a note of thanks...I recently used your airport for connecting flights from O'Hare to Phoenix and back again. My father, who is stubbornly independent but tires easily, found himself unable to walk from Gate to Gate. The staff at the Delta counter directed me to a smart, sensitive, and service-minded person named Tamara. Before I could ask, she offered her services ferrying me, my father, and another passenger with a cast on her foot, using the electric cart. Her maturity and grace (light conversation without being forced or phony) turned what had been a stressful situation into a delightful one. Thanks to Tamara, my impression is that your facility is one that operates efficiently and knows how to treat the flying public. I normally don't fly through MSP but am now looking for reasons to use your airport again.

*-John Corona*