

mspnice award

May 27, 2014

Greetings Managers,

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



Debbie Stirtz, MAC, Information and Paging with Phil Burke, Director of MSP Operations

Customer compliment:

I would like to send my sincere thanks to your staff, in particular, Ms. Debbie Stirtz who works at the MSP Information Counter. I am military stationed overseas, and my in laws were returning from a trip visiting us here in Germany. They were rerouted through MSP, and told to get a hotel for the night. They are over 80 years old, my father in law has Parkinson's disease, and their cell phone died. My wife and I were very worried about them. After calling for several hours, and getting little help, I was finally able to reach Debbie at the Airport Information Desk. Debbie could tell we were worried and went out of her way to try to help. She stayed after work for over a 1/2 hour to wait to see if they would respond to her page, and then walked to try to find a Delta Agent. We were able to find my in laws later that night. It is people like Debbie who make our country great and improve the lives of others. Please pass on to her our deepest thanks.

-Daniel Abshere