

# mspnice award

June 24, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Bob Mundahl, MAC Landside Operations

## Customer compliment:

I left my laptop case and contents in the backseat of a taxi that I took from the airport. I was very concerned. When I called the airport the next morning I was put in touch with Bob Mundahl, in Landside Operations. He reviewed video and identified my cab and cabdriver within 15 minutes! He called the driver and scheduled a return time immediately. Bob was direct, efficient, responsive, reassuring, skillful and most of all - SUCCESSFUL! Bob has excellent "people skills" and was genuinely concerned with my predicament. He politely but firmly declined any payment for his actions.

Please put at least one gold star in his personnel file. His performance was exceptional.