

mspnice award

June 24, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Dave Schouvieller, MAC Landside Operations

Customer compliment:

Upon getting out of our taxi I inadvertently left a small carry-on bag in the vehicle. We returned to the airport and were referred to Mr. Dave Schouvieller. He gathered our information and said "I believe I can get your bag back." He indicated that through the video system and a log method of destinations for each taxi, he could search and find the vehicle we were assigned. (We had paid in cash and had no receipt, complicating matters). Mr. Schouvieller said he "loved detective work" and asked if we would give him 30-45 minutes and he would return. Dave returned inside of one hour holding our travel bag. I offered him a reward for which he refused and said, "the smiles on my wife and my faces were the only payment he needed". This gentleman is a remarkable asset to your airport establishment. Dave is "customer service above and beyond!!!! MSP truly exceeded our expectations for "quality customer service".

-Mike & Helen Kelly