

mspnice award

November 3rd, 2014

Greetings Managers,

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



Kay Frye, Travelers Assistance, with Catherine Peterson, Travelers Assistance Shift Supervisor

★ Customer compliment:

We were given the bad news no flier wants to hear-- "Your flight has been cancelled". Your airport is huge and very busy, but we were able to locate in a remote corner a help desk manned by Kay Frye. She immediately offered us a list of available hotels in the area to call and offered her phone. We were frustrated and starting to panic. Kay calmly came to our side and selected the Hampton/Eagan Hotel and the call went through successfully. She advised asking about a shuttle and one was quickly arranged. Thanks to her help we found some peace and rest in a fine hotel at a good rate. We don't want to think of how things would have turned out without her. Just getting out of MSP airport was challenging enough. Our experience with Kay is one we chose to remember always.

Mr. and Mrs. Alan R. Wallin