

# mspnice award

August 29<sup>th</sup>, 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!



Melissa Scovronski, MAC Manager, Marketing & Public Affairs, with Debbie Stirtz, with MAC Information and Paging

## ★ Customer compliment:

I would like to commend one of your airport employees. I needed to get a message to my uncle flying in that I would be there to pick him up. He had no idea someone would be there and does not carry a cell phone. I called the airport and was assisted by Debbie Stirtz. She was an absolute gem. She first gave me suggestions of where to meet him, transferred me to find out his flight information, told me I could call her back when I arrived at the airport, and then cheerfully paged him multiple times. There are so many bad customer service representatives out there and truly not enough people like Debbie. She acted like it was no big deal. Her service to me tonight was absolutely outstanding!!