

# mspnice award

September 22<sup>nd</sup>, 2014

Greetings Managers,

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



Jeannine Ashworth, Delta Airlines, with Phil Burke, MAC Director of MSP Operations, and Anthony Jenkins, Delta Airlines

## Customer compliment:

I would like to recognize and thank your employee Anthony Jenkins. During a recent trip with my young son, Anthony assisted us with retrieving our stroller that was checked plane side. The flight had been grounded in MSP due to bad weather in Detroit and after being on the plane almost two hours the pilot let us off the plane if Detroit was not our final destination. With my one year old in arms, I thought the stroller was probably not accessible any longer, but I asked Anthony anyway if we could retrieve the item. He graciously returned with it in hand five minutes later and seeing that stroller give me renewed energy. I was so grateful to be able to put my child down safely, in his stroller because, unannounced to Anthony, I was 6 weeks pregnant and carrying/ chasing my son across the airport to our next gate was not going to be an option. Thankfully without a question asked he helped make the 12 hour travel day with a small child a lot less stressful for an expecting mother and her active son. I hope my note helps you understand the gratitude that I have for your employee Anthony Jenkins. I had to rush off to my next gate, but I wanted to reward him for his kindness. I'm hoping you have an employee recognition program that will make up for my shortfall that day.