

# mspnice award

September 17, 2014

Greetings Managers,

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



Linda Turner, MAC Supervisor, Facilities with Dorothy Milbrandt, Travelers Assistance

## ★ Customer compliment:

This is to commend, in the strongest possible terms, Dorothy at Travelers Assistance in the Minneapolis-St Paul Airport. My Fiancée arrived there to clear customs, and while her papers were in order, she was sufficiently delayed to miss her connection. She does not speak English and called me in a panic with a dying battery in her phone. Fortunately, I remembered Traveler's Assistance. I called the number I found on the website, and Dorothy answered. She was able to find my fiancée, bring her to Traveler's Assistance, and put me on the phone with her. Over the next few hours, Dorothy was able to work with the airline to get my fiancée a seat on the last flight to Denver, and I was able to meet her that evening as planned.

Thank you Dorothy for all your help!