

mspnice award

October 6th, 2014

Greetings Managers,

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



Linda Turner, MAC Supervisor, Facilities Management
with Geri Schams, Travelers Assistance

Customer compliment:

This letter may be a surprise to you, however, I really wanted to write and thank you very much for the kindness you showed and expressed to me, and my son when we got stranded at the airport in St. Paul. You took your time to call the hotels and ensured there was a shuttle to pick us up and take us to the hotel and back to the airport in the morning. I wanted to thank you especially for your dedication to us strangers. Your kindness meant a lot to us. You'll never be forgotten. It was the second day, we missed our flight. I am so glad we ran into you. You practically stopped everything you had to do, just to help us. My son, Ben, went to school and told his class about your kindness, I couldn't stop talking about you. May God bless you and your family for your wonderful work of kindness. If I ever come to St. Paul, I will come to the airport to thank you again.

Eunice and Ben, Regina, Canada