

mspnice award

January 21st, 2015

Greetings Managers,

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



Phil Burke, MAC MSP Airport Director, Cheani Terrell, Delta Global Services; and Timothy Fields, Delta Global Services

Customer compliment:

THANK YOU, MSP and Delta Airlines! Here's my argument for why what they did went above and beyond: (1) demonstrated extraordinary people skills, (2) unbelievable level of commitment and follow through. My solo-traveling 15-year old missed his connecting flight. My son missed this connecting flight by a mere two minutes due to a significantly late landing with his previous flight (don't worry, it wasn't a Delta flight). As he was running through MSP to make the connecting flight, I'm on the phone with "Debbie" from MSP trying to get them to hold the plane just a couple of minutes didn't make the flight. And all the while, I'm on the phone with Debbie and at points I have my son on the other phone. Debbie and I were giving each other play-by-plays. But, in the end, he missed it by all of two minutes. Gate closed. Plane waiting to take off by the time Debbie and I ended our phone conversation. My understanding was that there were several other travelers who also just missed this connecting flight and the plane was still sitting on the tarmac. I asked maybe they would allow boarding. Debbie inquired. Not surprisingly, the answer was no. We, Debbie and I, then focused our efforts on how to best finish this leg of his travels. She was wonderful! Knowledgeable! Creative thinker! This is where the already super awesome customer service from Debbie and Delta gate staff gets even better. The next flight out wasn't until the next morning. Even though we didn't pay for the unaccompanied minor services, Delta gate staff worked with my son so he understood his options as allowed by the airline. Debbie and I discussed alternative flight options and overnight lay over options for the missed flight considering my son cannot sign for a hotel room. This whole time, the plane still had not left MSP. For what reason the plane was still there I don't know. The plane was there and late boarding was not being allowed. We've accepted he's not getting on the plane and it's time to figure out his sleeping arrangements. I had to make a few other calls, so Debbie and I ended our phone call. A few minutes after ending the call with Debbie, and much to my surprise, I get a call from my son stating that he is now boarding the plane. Debbie and Delta gate staff somehow managed to secure approval for the then-stranded travelers to board the plane. I assume that means the plane had to return to the gate--WOW. Debbie, who worked past the 10pm roll the phones over time, even called me back to ensure I had voice contact with my son as he was boarding. According to my son, the Delta gate agent even "made" him call me (had to be a mom, just had to be another mother who "get's" it. I know the decision to board passengers after the gate closed wasn't just about my son, as other travelers were in the same predicament. THANK YOU Debbie and Delta gate staff, flight ops and anyone else who advocated for the travelers. Common sense and decency prevailed throughout the entire event. Really! THANK YOU! THANK YOU for championing the cause of the almost-stranded travelers and helping everyone make the best of a window of opportunity! AND THANK YOU for going the extra mile for both a minor traveler and his parent. MSP and Delta, please make sure to send "Debbie" and the Delta gate staff my sincerest THANK YOU!