

mspnice award

January 26th, 2015

Greetings Managers,

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



Patrick Hogan, MAC Director, Public Affairs & Marketing and Gene Schutte, Travelers Assistance

★ Customer compliment:

Due to the weather I got stranded and thought of roughing the night at the airport. I found assistance at the help center. Gene was VERY PATIENT with this old foreign woman- he tried to call Delta for me, with no connection, only music. Arranged independently, safe, price proper accommodations and as the airport is huge and I was upset and unable to figure out the "jungle" he walked me to the shuttle area. I noticed all the customers were all treated with this patience, assurance, by this gentleman. He is a true asset for you and your customers.

Thank you.