

# mspnice award

May 11, 2021

Greetings Managers,

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



Kim Gilmore, Ashley Tashiro and Bella Weaver,  
Innovative Handling Solutions; Phil Burke, MAC

## **Customer compliment:**

I want to send a big thank you to the two women who helped me out on April 5<sup>th</sup>. The flight from MSP to TVF that I was scheduled to fly was a Denver Air flight at 4:00pm. However, upon landing I saw that there was an 11:00am flight to TVF only 1 gate away.

I went there and asked if I could get on that flight instead of sitting in the airport for another 5 hours. The lady at the desk gave me the number of someone to call to see if it could be done because she wasn't able to do it from her station. The lady on the other end of the call told me she didn't know if she could switch me. After a few minutes, she just decided to give me first class service and put me on the 11:00am flight and told the lady at the station to tell the 4:00pm flight that I was a no show. I owe both of those ladies a big thank you for saving me 5 hours of sitting in an airport waiting for your next flight. And the service I received that morning by those ladies getting me on that flight was top notch/first class/awesome/etc... Please extend them a big thank you and let them know they made my day, and perhaps even more important, they created a devoted customer for you.