

# mspnice award

July 8<sup>th</sup>, 2015

Greetings Managers,

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



Betty Simensen, Travelers Assistance; Linda Turner, MAC Facilities Supervisor; JoAnn Conney, Travelers Assistance; and Willie Jones, Travelers Assistance Supervisor

## Customer compliment:

My experience with Travelers Assistance and Great Lakes exceeded positive - if that can even be conceptualized. The story begins when I arrived in ground transportation and realized I had lost my wallet. I was confident the wallet was on the plane around the seat I occupied. I could not return to the gate as I had no boarding pass or ID as they were in my wallet. Betty S. noticed this and asked if she could help me. I tried to explain the airline I arrived on, but couldn't even remember the name. She actually was able to talk me through it until I remembered. Together we found there was no gate agent at Great Lakes. She then took me to the information desk where I met Joann. Joann was extremely helpful as she and I tracked down the gate number of the arrival - B14. She advised me that the ticketing agent would be back in 15 minutes and perhaps they could further assist me.

Then I felt a hand on my shoulder -- it was Betty again. She said that she was going to walk to B14 and see what she could do. I was overwhelmingly astonished and grateful. She arrived at the gate, but noticed the stairs were taken away from the plane. The gate agent found a ground crew member (Thomas Ford) who actually went on the tarmac as it poured down rain, rolled the stairs to the plane, and entered the plane to look for my wallet. Betty called me to say he did not find the wallet. But, before she hung up the crew member said, "let me just go check one more time" as Thomas wanted to be really sure. On his second look he found the wallet. Betty called me to tell me the news and said it would take her 10 or 15 minutes to return to the ticketing area so she advised that while I waited for her to go back to the information desk and tell Joann the story. At age 56, I assure you I have never experienced this level of care in my life. To realize I was at an airport and 3 people went above and beyond for me was really a life changing moment. It is my hope that Betty, Joann and Thomas can be recognized for the extraordinary care they extended. In this life when one feels lost, then they are found (helped) it is spectacular. As you may notice, the theme of this story is less about the wallet. **The story is really about the extraordinary care and the high level of enthusiasm and dedication of these 4 people.** I am confident I will be living off the juice of this encounter way into the future.

*In gratitude, Linda Thompson*