

mspnice award

April 7th, 2016

Greetings Managers,

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



Steve Holes, MAC Manager, Landside Operations; Bob Mundahl, MAC Operations Agent, Landside Operations; and Atif Saeed, MAC Assistant Director, Landside Operations

Customer compliment:

I took a cab from MSP Airport - Terminal 2 to my residence hall on the University of Minnesota - St. Paul campus. I took a cab before to the exact location from MSP airport and I did not have any issue. However, this past Sunday was different. I got into the taxi and told my driver the address of where I needed to go. In the middle of the ride he realized he forgot to turn on the meter and told me I only had to pay what the meter displayed from that point on. After arriving at my destination and getting out of the car, the meter showed roughly \$44 and some cents, so I paid the driver \$45. As I was getting out the taxi, the driver got out and told me I owed him \$15 more dollars. I talked to him for a few moments because I was confused as to how I owed him \$15 more. He started approaching me closer and closer and would not leave until I gave him an additional \$15. I only had \$20 left in my wallet so in order to get him to leave, I gave it to him. I was bit scared, so I called the MSP airport because I did not get any of the taxi information. Mr. Mundahl contacted me the past few days from the day of the incident and was incredibly persistent in finding out what taxi I got into in order to solve my issue. He was very patient and kept me updated multiple times a day on what was happening in this situation. He checked the cameras in the airport to track me down and was able to have a meeting with the company and the driver today. It resulted in a punishment for the driver and a refund of \$30 for me. I just wanted to send this email to say that Mr. Robert (Bob) Mundahl was the best person I have ever dealt with in a customer service situation. He was patient and very concerned with what happened to me. He made sure the issue was resolved and I was satisfied with the end result. Thank you for hiring people like him.

Best, Alexis M. Murillo