

# mspnice award

September 10<sup>th</sup>, 2015

Greetings Managers,

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



Atif Saeed, Todd Johnson, Starr Vann, Cynthia Stevenson, Callie Quiring, Phillip Freeman, Travis Athmann, MAC Landside Operations; and Phil Burke, MAC Director of Operations

## ★ Customer compliment:

Thank you for hiring such an amazing staff. Cindy Stevenson and Callie Quiring went above and beyond their responsibilities to ensure that I was taken care of. I lost my cell phone with all my important information for my "BIG" upcoming meeting. I came into the terminal area asking everyone I could find if they found a phone, practically in tears. Cindy came over and jumped into action after seeing my distress. She said "we will do whatever we can to help you". She calmed me down and said, "Let's try to call your phone".

Callie Quiring was amazing too. She tried calling my cell phone, but no response. In the meantime, she called my hotel and told them to come pick me up since I did not have the number. After that, Callie called my cell a few more times and finally, one of your police offers answered. They actually knew one another. She told him where we were and he was kind enough to bring it over - Coming from Detroit, I would have gotten lost trying to find my way around. In conclusion, Cindy and Callie are standouts and should be recognized for their customer service, having empathy, kindness and compassion.

*Thank you! Jacqueline Scheuer-Isherwood*