

# mspnice award

May 5<sup>th</sup>, 2015

Greetings Managers,

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



Kyra Casebolt and Charlotte Johnson, Air Serv; and Phil Burke, MAC Director, MSP Operations

## Customer compliment:

Charlotte Johnson is an angel from heaven. On April 9, 2015 I was traveling to San Diego when I seriously injured my knee on the sky walk trying to catch my flight. My Des Moines flight came in late to terminal C and I had to make terminal F in less than 25 minutes. As I tried to hurry my knee gave way on the skywalk and I was pretty much immobile and in serious pain. I was sobbing and holding on to the moving rail wondering how I was going to go anywhere when all of a sudden I see Ms. Johnson. She loaded me up and began our long journey to terminal F. She called ahead to the gate and told them she was bringing my daughter and me. Unfortunately, my plane was pulling away as we arrived. Charlotte's call to the agent helped me get a new non-stop flight to San Diego that would arrive at the same time as the one I missed. She then took me back to the new gate in the G terminal and stopped so we could get some ice for my injury. She made sure I was all set before she left and went to help someone else. This employee of yours went WAY BEYOND THE CALL OF DUTY AND HER SERVICE WAS IN THE UTMOST HIGHEST AND GRACIOUS THAT I HAVE EVER RECEIVED IN AN AIRPORT...OR ANYWHERE for that matter. I hope that you value and honor your employees like Charlotte Johnson as she is truly an asset to your company and a LIFE SAVER FOR ME! On her way by, delivering other people, she stopped to check on me to make sure everything was ok and if we needed anything else. What an employee to care about customers...A RARITY IN THIS DAY AND AGE! Please honor and commend Charlotte Johnson for her amazing and outstanding service and commitment to your company and her job. It makes me tear up re-thinking about her awesome service and help to me! *Very Sincerely, Laura A. Haines*