

mspnice award

April 1st, 2016

Greetings Managers,

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



Daniel Debi, United Taxi; Phil Burke, MAC Director of Operations; and Bob Mundahl, MAC Landside Operations

Customer compliment:

I would like to take this opportunity to recognize excellent customer service. In the world we live in today it is refreshing to receive any customer service, not to mention outstanding. We walked through the cab exit and were assigned a cab. The cab driver was very friendly and advised us that the hotel that we were staying offered a free shuttle. I explained to him that Sydney wanted to ride in a cab. At this point I felt we were almost there and I let my guard down. All we had to do is check into the hotel. During the ride I noticed the cab number very visible and thought to myself it would be a good idea to take that number down. Sydney then distracted me with her infectious excitement and I quickly forgot about the number. Upon arrival to the hotel, I paid the cab driver in cash and we went on our way. We proceeded to check in and head towards our room. When we arrived in our room, I did a mental check of our luggage and it hit me. OUR CARRYON BAG IS STILL IN THE CAB. What a sinking feeling, I put on my best "It will all be OK" face and we headed down to the lobby of the hotel. After speaking to the hotel manager, I realized that I had no idea of the cab company and just a partial cab number that I could remember. Panic began to set in. We decided to take the shuttle back to the airport and see if we can find the cab driver. After seeing all of the white cabs lined up together and no sign of the cab driver the attendant recognized us as just being there a little while ago. I informed him of our situation. He told me that the cab driver might not be back for a few hours. Due to the process and the holding lot. He gave me a phone number to call, which got me in contact with Bob Mundahl. Bob went above and beyond in salvaging our father/daughter trip. In his efforts, Bob was able to pull the footage and match our descriptions and time we took the cab. He was able to get the cab number and driver. In that same time frame I received a phone call from Daniel Debi, United Taxi # 5594, regarding my lost bag that he had just found. He was able to look on my phone and see the many desperate calls and text messages that we sent to my phone from my daughters' phone. Thank God girls can't go without their phones for one second. Bob went out of his way again, by arranging Daniel to bring the bag over right away. Like the coasters inside the mall, my emotions were up and down. Bob and Daniel salvaged a disappointing trip and turned it into one that my daughter will never forget. Please make sure to recognize both of them for doing such a good job.