

mspnice award

April 7th, 2016

Greetings Managers,

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



Steve Holes, MAC Manager, Landside Operations; Dave Schouvieller, MAC Operations Agent, Landside Operations; and Atif Saeed, MAC Assistant Director, Landside Operations

Customer compliment:

I recently had a very positive experience with the Landside office at MSP. I contacted MSP after discovering that I left my wallet in a taxi. My first surprise was getting an immediate call back from a message I left with airport lost and found. My second surprise was that my call to Landside was answered by a live person, not a recording. The employee there, Dave S., not only located the taxi driver and personally handled getting my wallet from him, but he also was extremely helpful and sympathetic to my situation.

Thanks again for creating a team that provides personal attention above and beyond what many organizations provide today. And again, my special thanks to Dave S.

Regards, Sue Wilson