

# mspnice award

November 25<sup>th</sup>, 2014

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with  
David Schouvieller, MAC Landside

## Customer compliment:

Around midnight last month, I made my way to the taxi stand and caught a cab to Fridley, where I placed my wallet on the seat. The next morning when I couldn't find my wallet I started to back trace starting with the hotel and their security cameras. The cameras at the hotel were not able to identify the cab company nor any features of the vehicle. This is when I started making calls to the various cab companies servicing that part of the airport. None could give me any satisfaction and that is when I made a call to your security department in hopes their cameras picked me up on the tape. Dave was not in when I initially called but, upon him returning to the office, called me and we discussed at length the details of my dilemma. Dave went back through the tapes and was able to identify not only me, the cab company, but he also secured the owner of the cab and the driver who took me to Fridley. The driver called me, later that afternoon, with the phone number I had given to Dave and then he made arrangements to bring my wallet all the way to Fridley. This employee deserves credit for the degree of professionalism that was displaced. I never thought I would see my wallet again. Thank him not only for me but to also commend him for his dedication to his department and the airport in general.