

mspnice award

March 13th, 2015

Greetings Managers,

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



Debbie Stirtz, MAC Customer Information Assistant
with Amanda Greene Guentzel, MAC Manager Public Affairs & Marketing

Customer compliment:

I had lost luggage and was connected with Debbie. I explained my situation to her, she was very diligent - polite and truly wanted to help; I understood her limitations - but she still did what she could from her end. Waiting on hold, Debbie would come back online every now and again to confirm she was still there waiting for an answer. Finally, she returns with news that Kathy from AA was not able to successfully find my bag with the description or information provided. Frustrated I re-explain that I know it's there - my GPS unit proves it, and to please ask Kathy to look once more and with another piece of identifying information. Debbie was calm and despite the call volume - she tried once more - this time after another few minutes go by, she told me they successfully located my bag! I was over joyed because as I mentioned before I really needed my bag. Debbie was authorized to provide me a number that would connect me direct to Kathy. Kathy coordinated my delivery. My bags arrived later the night, safely and the rest is history. But both those interactions were super helpful. I'm so happy I trusted Debbie S. And Kathy to resolve matters otherwise, as AA put it; it could have taken a week or longer due to all the done connecting and missed flights. Thank goodness for your brilliant employees. I am so grateful!

Marc