

mspnice award

December 19th, 2014

Greetings Managers,

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



Gilmore Harris, St. Croix Promotions & Retail with Isabella Rhawie, MAC Manager, Concessions & Business Dev.

Customer compliment:

Before I left on a flight for work Saturday afternoon March 1, I plugged in my battery and charger for my headphones near my gate. In a rush, I forgot the entire thing. A co-worker and I began googling to see if I could get in touch with anyone who could help me retrieve it. We tried getting the number of the gate the bar, or even one of the stores close by, or a store called Local Brew (success!) That is where we connected with one of the best customer service experiences I've had certainly in your airport and probably in general as a consumer. My colleague called Local Brew at the G gate and got an employee named Gilmore Harris. She explained the dilemma and asked him - "a weird favor I know" - whether he could possibly just run up to the table at which we had been sitting and grab the unit if it was by any chance still there. He did, it was, and then he offered at length how he could help us get it back. First he contacted a Delta employee to see if he should turn it in but they and we agreed it would likely get lost or possibly be taken if it were to go in their general lost and found. Then we asked him if he could possibly leave it at the store with my name on it so that I could retrieve it four days later on the following Wednesday evening (3/5) as we were flying in that night; if we didn't fly into the G gate, we were planning nevertheless to come and retrieve it. Gilmore informed us that he was concerned that in the four days interim the unit might also become lost or be in the way at Local Brew, where he worked very part-time; his main place of employment is at the airport's TGIFridays at Concourse C. So, he realized that we were scheduled to fly in about a 1/2 hour after he finished working a shift at the restaurant that Wednesday night, and he offered to meet us at the store or gate with the unit! He said he would be happy to meet us to return my battery and charger. We gave him our cell number and he then called it and gave us ours. Upon landing this past Wednesday evening I received a text informing me that he was waiting for us, battery and charger in hand, and he was ready to hand it over. Again we were somewhat suspect but felt grateful that he remembered and that he actually took time from his day when he could have been on his way home after undoubtedly a long day (by that time it was 7:45 pm). He was genuinely friendly, full of funny puns about his attire and the circumstances in which we were meeting, and generally had a pleasant, jovial manner. We were chatting about this work and himself, and he explained that it was his philosophy to try and enjoy life and make others happy as it brought happiness to himself as well - a well-documented phenomenon. In any case, his good mojo, kindness and the extra effort he made on my behalf has motivated me to write this all to you. I hope he can get some recognition for this deed and his kindness and attitude in general. It is rare that people reach out like this, especially in the hustle and bustle of work and travel and everyday life. Go to TGIFridays and meet him!