

mspnice award

July 20th, 2015

Greetings Managers,

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



Phil Burke, MAC Director of Operations; with Jeff Trevino, MAC Airport Police Department

Customer compliment:

My name is Herbert Foss. My family and I were at the Minneapolis Airport on June 20, 2015. While renting a car, I lost a bag containing my numerous medications. We live in California. I have diabetes, high blood pressure and need medication for pulmonary embolism. We were traveling to South Dakota and I needed that medication. Officer Jeff Trevino did an amazing job. The medications were not in any of the lost and found. He tracked down the bag. It had been recovered at the rental car lot, a bomb sniffing dog had cleared it. It was transported by an officer, who was called to another location. The bag was in her police unit. The car was at her home, however she was not there. Officer Trevino found out all of this information, personally looked in lost and found in two locations, and recovered my bag with my medication from the police car at the officer's home. There were 2 other officers involved in recovering my medicine, but unfortunately I did not get their names. My wife and my two daughters were very worried. Without this medication I could definitely die. A huge THANK YOU to Officer Trevino and the other officers at Terminal One for going way above and beyond their duties and recovering my medicine.

Thank you again, Herbert Foss