

# mspnice award

June 23<sup>rd</sup>, 2015

Greetings Managers,

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



Rick Valentino, MAC Assistant Manager, Facilities;  
With Jory Herman, Travelers Assistance

## Customer compliment:

This meet was for two Jewish men who had just adopted twins from a surrogate mother!!! They arrived by limo in the limo area followed by two rental cars. Jory assisted in helping them to return the rental cars. Ray (a Skycap) stacked up the luggage on his cart. Both Go Guides (Jory Herman and Ed Pajunen) were needed for this meet. They helped them get through security, found a cart and Jory stayed with them until they departed.

Everything went according to plan! What great team work!  
TA took this meet because they were flying United. When I called United they said they had NO SERVICES to offer these passengers! I tried calling the skycaps for two days last week and never got an answer, so I enlisted Ray, the skycap to help. He was great!