

mspnice award

October 1st, 2015

Greetings Managers,

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



Kathy Herman, Travelers Assistance; Amanda Greene Guentzel, MAC Public Affairs & Marketing; and June Larson, Travelers Assistance

★ Customer compliment:

I wanted to write an email to acknowledge 2 volunteer works who were a tremendous help to me today. I had forgotten my garment bag at the food court near terminal F around 8 am, and had realized 30 min later and found that my bag was gone. A very nice TSA worker directed me to the information booth, and the 2 volunteer workers there, June and Kathy, who were working the information booth near the concourse F entrance worked tirelessly to ensure that I found my bag and made my flight on time. They called police on my behalf, ran to the lost-and-found, and upon realizing it was closed, went out of their way to contact police again to obtain it. They even called the airline gate to try to hold my plane's departure! They did all this within the span of 15 minutes, and all with a smile on their faces. I was able to retrieve my bag, and made the flight with minutes to spare, completely due to their kindness and expedited assistance. Please convey my deep gratitude to them -- they are true lifesavers!!

Best,
Ajay Sampat