

# mspnice award

April 17<sup>th</sup>, 2015

Greetings Managers,

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



Starr Vann, Kim Nguyen, and Patty Cusack, MAC PSA's, Landside Operations;  
with Arline Johnson, MAC Assistant Airport Director, Landside Operations

## ★ Customer compliment:

We missed a flight from Rapid City SD – Salt Lake City – UT on February 14, 2015. Delta couldn't get us on the next flight so we had an unexpected overnight stay in Minneapolis. Miss Kim Nguyen was working your information desk and was EXTREMELY HELPFUL. We called the 800 number Delta gave us for hotels and it told us there were no hotel rooms available. We really did not want to be sleeping at the airport. Kim got online for us and found us a room within minutes with a reasonable price. We witnessed her help many people in those 30 minutes and this young lady does her job with a smile and courtesy to all. I am a manager for the City of Rapid City with the Parks and Recreation so we manage 14 year olds and up. Too often the GOOD employee's go un-noticed. You have an exceptional asset to your staff. Please pass this along to her. Thank you so much for your help it was appreciated more than you know.