

# mspnice award

June 25<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!



Phillip Freeman, Kim Nguyen, Elviar Harvel and Billy Todd, MAC Passenger Service Assistants, Landside Operations; with Phil Burke, MAC Airport Director

## Customer compliment:

On Thursday April 16th about 6:30 pm, I tried to rent a car to take me to Olivia MN...about 2 hours away from the airport. I had made a reservation with Alamo. I went to pick up the car only to be told my driver's license had expired last month! Obviously I did not know this!

I was distraught; I had flown from NC to represent my family at a family member's funeral. The funeral was Friday morning so I needed to get there either Thursday night or very early Friday. The Alamo rep directed me to the INFO desk. There I met Kim who was working that night. I am writing to express my gratitude at everything she did to #1, help me remain calm and figure out how we could get me there at a cost I could afford, #2 making phone calls for me to Executive Express shuttle, giving me the phone number for me to make my reservation, explaining in detail where I should wait for them and later coming up to me, telling me that the info station stayed open and if I needed anything after I left on the shuttle, I should call them to get help. Kim is young, yet she showed great skill at multi-tasking and customer service.

Thank you Kim! Executive Express was a very pleasant experience and got me to Wilmar that evening without incident.