

mspnice award

June 18th, 2015

Greetings Managers,

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



Jamie Rood, Air Serv; Phil Burke, MAC Director of Operations;
Koralegn Fantabil, Air Serv; Sam Kandeel, Delta Airlines; and Adam Ryan, Delta Airlines

★ Customer compliment:

I connected through your airport and I only had 40 minutes till my next flight left . We arrive at C terminal and my flight was at F terminal. By the time I reach the gate I realized I left my Bible in the plane. The airline was Delta. I asked if I had time to go back and she said I only had thirty minutes before the door closed. A caddie who works there was so very willing to help me, he took me there and back. I was unsure I would find my bible and surely about getting back in time. The agent had my bible and the caddie got me there and back in time to connect. I wish to say a special thanks to the caddie who took personal care of me; his name is Koralegn Fantabil. This gentleman gives a new meaning of a true caring employee. He has my vote for the employee of the year for going out of his way to help me. Thank you for hiring a great person. Thank you and God Bless!