

# mspnice award

February 4<sup>th</sup>, 2016

Greetings Managers,

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



David Sterling, Lida Jimenez-Moncayo, Robert Bradford,  
Kyra Casebolt, Chewan Tucker, Ian Harcus, Sahro Hirsi, Air Serv;  
with Phil Burke, MAC Director of Operations; Duane Smith, and Roosevelt Muhammed, Air Serv

## ★ Customer compliment:

I was waiting for my daughter-in-law to arrive from the Czech Republic on KLM through Amsterdam. After an hour and a half of waiting, I stopped Lida outside of the international passenger exit to inquire about my daughter-in-law. She immediately responded to my inquiry by going to check. She returned shortly to inform me that my daughter-in-law was in the secondary interview process. After another one and one half hours and three additional conversations with Lida, she finally had to inform me that my daughter-in-law had been denied access to the United States and was being sent home to the Czech Republic due to a Visa problem. Although I was extremely disappointed and bewildered because my son and his wife had followed the procedure for entry to the U.S. outlined by their immigration attorney, I am very grateful that Lida was there to keep my somewhat informed. I wanted to share my story because Lida did an excellent job listening to my concerns and tried her best to keep me informed despite her limited ability to access the customs and immigration interview process. This whole situation is frightening and frustrating. Without someone like Lida, I would have been even more confused. I would like to commend Lida on her professionalism in her role as a customer care representative.

*Sincerely,  
Susan Hipp*