

mspnice award

November 24th, 2014

Greetings Managers,

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



Lois Harms of Travelers Assistance, with Travelers Assistance Shift Supervisor Judith Brant

★ Customer compliment:

I arrived and realized quickly my cell phone was not working. I decided to try a pay phone, the two I tried would not approve any of my credit cards- my cards are fine! At this point, I was panicking as I had no way to contact the person who was picking me up. I saw one of your information desks and talked to a wonderful gentleman who offered to let me use the phone there for a local call. Unfortunately, the phone number I was calling was not a local number. I asked him if he had any idea about what else I could do. He told me he didn't have a cell phone or he would let me use it. Then, he said "but my wife does and she is at the next information booth down the way. I will call her and tell her to help you and let you use her phone". I went to her desk and his wife let me use her cell phone and I was able to connect with my ride! Success! They were wonderful in their help and made my day by being so friendly and gracious. Thank you for helping a bad situation turn into a positive experience!