

# mspnice award

June 26<sup>th</sup>, 2015

Greetings Managers,

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



Stephanie Hampton and Masanori Saito, Delta Airlines;  
with Phil Burke, MAC Director of Airport Operations, MSP

## ★ Customer compliment:

My fiancé and I had missed our connecting flight from MSP to AMS when our flight from RHI was forced to wait 30 mins due to a "hot flight" coming into MSP. When we arrived, our connecting flight was gone. Nobody was at the gates desk, so we wondered around until we got to a help desk near gate F1. We were helped by a wonderful gentleman, Masa. He was just very easy to talk to and was immediately able to get us tickets for the next flight. However, he was nice enough to take a second look at the ticket and made a comment that he too wouldn't want two middle seats for a long flight, so he changed them for a window and aisle. This small gesture was enough to brighten our day, and we felt it was worth a mention.