

# mspnice award

July 29<sup>th</sup>, 2015

Greetings Managers,

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



Patrick Hogan, MAC Director Public Affairs & Marketing; Micah Garber, Travelers Assistance; Marian Ahmed, Travelers Assistance Shift Supervisor

## Customer compliment:

I'm writing to express my gratitude for the support provided to me by Micah. My wife and I were traveling to Switzerland and had a large amount of luggage to check. After leaving ticketing we attempted to go through security. They promptly informed me that I could not hand carry two golf clubs since they were considered a "dangerous clubbing device" and they would have to be checked or discarded. I was unwilling to check them with United without proper packaging. I approached the Customer Service desk and was promptly and politely greeted by Micah. After explaining my situation, he immediately went into action. He investigated to see if a shipping company like Fed Ex was available nearby, he physically walked to an area in the airport known for having excess packaging materials, and finally called the PGA Pro Shop and convinced the store manager to provide me with a box.

During this same time, an elderly woman interrupted us, in a panic about losing her cell phone. Micah reduced her stress with kind words and explained that he would call her if the cell phone was turned in. Next, he suggested that she try to call the phone to see if someone would answer the call to locate the phone. The woman explained that she had a long distance telephone number and Micah used his private phone to make the call. As it turns out, the cell phone was in the ladies purse and we all had a good laugh.

The level of perseverance, commitment, and friendly personality of Micah impressed me greatly in a place of typical high stress (airport ticketing and security). Micah was a great help to me and should be recognized for his calm, friendly, relentless service and not resting until he reached a solution. I actually enjoyed troubleshooting my problem. Please recognize Micah for his dedication to his job, friendly disposition, and willingness to take 100% responsibility. Thank you for your support in this matter.

*With Kind Regards / Mit freundlichen Grüßen Timm Dupuis*