

mspnice award

February 4th, 2016

Greetings Managers,

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



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 would like to commend the excellent experience I had with your team member, Robert Bradford, during a moment of timing crisis yesterday afternoon. As a passenger on an inboard flight from LAX, I was certain I had plenty of time to reach my next gate until I realized that your airport had numerous terminals. My flight landed in Terminal F and my connecting flight was from Terminal A. I had less than 30 minutes to reach that terminal; and with a mild physical disability, I was tremendously anxious about how I could possibly walk the mile and still arrive in time for my flight. That's when Robert came to my rescue. Thanks to his courteous, calming and friendly reassurance, I was able to arrive at my gate with a few minutes to spare. He was so kind and completely professional in his interactions and helpful with my baggage. KUDOS to Robert and to your team for offering OUTSTANDING service to nervous, anxious, and frazzled travelers like me! With appreciation,

Lynnette M. Heard, M.Ed.