

mspnice award

September 10th, 2015

Greetings Managers,

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



Atif Saeed, Todd Johnson, Starr Vann, Cynthia Stevenson, Callie Quiring, Phillip Freeman, Travis Athmann, MAC Landside Operations; and Phil Burke, MAC Director of Operations

Customer compliment:

I am writing today to express my deep appreciation for the actions of one of your employees, Travis Athmann. Upon returning my rental car and entering the terminal I discovered that I had forgotten to leave a pocket knife at my mom's place. This is not just any pocket knife, but one with sentimental attachment to my brother who passed away from pancreatic cancer 4 years ago. I stopped by the information booth to ask if there were mailing options inside the terminal before the security check points. He researched some options available to me including his willingness to mail me the pocket knife after his shift. He gave me his contact information including address and e-mail and I did the same for him. He explained he would e-mail me with the tracking number of the package once mailed. I gave Travis \$15 cash to cover the mailing expense and his personal effort which was above and beyond anything expected of an employee.

I received the package three days later with the knife, and to my surprise, the \$15 cash that I had left to cover the cost. The postage was \$2.54 plus the cost of the padded mailing envelope. Travis mailed this item of importance to me out of the goodness of his heart and willingness to help. I cannot express how much that impresses me and rekindles my faith that people still honor their word and conduct themselves with integrity. In my business career, I have interviewed and hired hundreds of people. In my opinion the MSP airport would do themselves well in seeking out and hiring more employees like Travis Athmann. Well done Travis. You made my airport experience a memorable one.

Thank you, Kirk Peterson