

mspnice award

September 8th, 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, MAC Asst. Director, Landside Operations;
with Travis Athmann, MAC Landside Operations

Customer compliment:

Today was a very frustrating day.....until we got to the airport customer service desk! We had made reservations at a hotel and were told that when our shuttle bus arrived, we should go to the "bank of phones" and call the hotel. The "bank of phones" had 3 hotels, none of which was the one we had reservations! This snafu wouldn't be so bad BUT, it was another in a series of disasters for the day! I thought that perhaps there was another "bank of phones" someplace else in the terminal and I set out from the shuttle area to the main terminal. My first point of inquiry was the Information Desk. I asked the gentleman at the desk where I could find the "bank of phones" and explained that there were only 3 hotels in the bank available at the level above. The gentleman, named TRAVIS, said "Well, let me help you...I'll call for you!" He did and explained to the hotel folks that we were waiting with luggage and he inquired of the hotel what van they would be using. WHEW! I was stunned that SERVICE WAS PROVIDED WITHOUT A BUNCH OF HASSLE AND/OR WITHOUT BEING DIRECTED TO ANOTHER PART OF THE AIRPORT! ANK YOU THANK YOU !! want you to know that he made our day; he turned it around. Bless him! I don't know if you train folks to provide such help; if you do, kudos to you. If you don't train folks that way- you should! I can't imagine what foreigners do when they encounter such problems, but if Travis is there, I bet they will get the help they need. My compliments on hiring someone who is compassionate and caring.

Geraldine Idzerda