

# mspnice award

October 21<sup>st</sup>, 2020

Greetings Managers,

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



Glen Brown, G2 Secure Services with Phil Burke, MAC Customer Experience

## Customer compliment:

I wanted to give a shout out to Glen Brown for his wonderful customer service this evening helping my father-in-law, Bob. Bob is 88 and rarely travels out of his small hometown in upstate New York. He flew from Rochester to Minneapolis to visit his son, Matthew, for the first time.

Rob arranged for United to help his dad while traveling on the plane and for someone at MSP to help him after his flight. In comes Glen! Glen was wonderful! He was patient and understanding of Bob's limitations due to his age, lack of travel experience, and a small flip phone. Glen helped Bob get to baggage claim to get his luggage, then called Matthew on his phone so Bob could let him know he landed. When we called Bob to let him know his Lyft driver was on his way, Rob spoke with Glen to confirm where the pickup would occur. Glen didn't even bat an eye, he knew exactly where to go and how long it would take to get there from baggage claim.

Everything was seamless and smooth. Without Glen's assistance, we shudder to think what Bob would have done to find his way through MSP. Please pass on our heartiest thanks and admiration for the amazing customer service he shows to those he is able to assist through the airport. We thank God for wonderful, caring people like Glen.