

# mspnice award

November 4<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Lida Jimenez- Moncayo, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Lida for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Lida!



Phil Burke, MAC Director of Airport Operations;  
with Lida Jimenez-Moncayo and Kyra Selvidge, Air Serv

## Customer compliment:

She literally came and FOUND me, as I stood in the middle of the crowded Minneapolis St. Paul terminal, with no idea where to go, my last flight home about two miles away and less than ten minutes to get there, a month after surgery on my leg and using a cane. I was pretty much resigned to spending the night in the airport, which is one of my favorites, but I hadn't seen my family in more than two weeks, or slept in my own bed. "You need to get to F4, right?" she said. I said, "How did you know?" She said, "I've got ears to hear and I want to make sure all my passengers get on their flights." She had a shiny smile and a kind, take-charge attitude and she was pin-neat and positive. Lida summoned up an electric cart, with a great guy driving it, who stepped on it and got me from the C concourse to Gate F4 with one minute to spare to get on the last flight to Boston. I travel all over the country and all over the world for my job, and sometimes I get discouraged. I will say that nothing in my experience matches this level of professionalism and kindness. You're very smart to have started this program. You're very lucky to have hired Lida. I'm very lucky to have met her. PLEASE tell her that I said so.

*Sincerely, Jacquelyn Mitchard*