

mspnice award

April 28, 2021

Greetings Managers,

One of your employees, Robert Hayes, 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!



Betelhem Shahebo, Jennifer Risch and Robert Hayes, Hudson Group; Isabella Rhawie, MAC; and Selena Peou, Hudson Group

Customer compliment:

We received a call from a Hertz agent asking us if we still had our rental car key. Sure enough, one of our team members had the key in his pocket. At this point, we didn't have enough time to go all the way back to the rental counter and make our flight, so the Hertz agent asked us to give the key to someone from airport security or information. I ended up going to the Hudson News store in Terminal 1 Concourse D to get something for the flight when the employee at the counter by the name of Robert Hayes noticed I was troubled and asked if he could help. I told him about the situation, and he responded that he would be happy to return the key at the end of his shift! His willingness to assist is extremely appreciated and an act of kindness I will not soon forget!