

# mspnice award

April 28<sup>th</sup>, 2022

Greetings Managers,

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

## **Customer compliment:**

When I arrived at MSP, I realized that I'd left my phone in the Lyft that had dropped me off. Without a phone, it's nearly impossible to contact Lyft. Plus, as you know, when traveling, phones are used as clocks, for payment, for boarding passes, and to keep loved ones apprised of flight status. I had made a snap decision to travel anyway, so spoke with the security officer to let him know that I had lost my phone, so I needed to reprint my boarding passes. He referred me to Officer Pitts. When I told her I had lost my phone, she helped me call my mother, then she tried to help find contact information for Lyft on her phone. She then referred me to the Info booth on the departure level and they did not have a way to contact Lyft. I decided to get through security so I would still make my flight. When I went back to the security line, I updated Officer Pitts that I had not found my phone, and I gave her my business card. She also gave me her calling card with her phone number on it. Then she had the idea to call my phone, and there was no answer. She asked which flight I was leaving on, I told her that I was going to E6 on a flight to Denver. She said she'd continue trying to reach my phone.

On the way to my gate, I stopped at the info desk inside security and was allowed to use the computer there to email Lyft. I found my gate and sat down. Within 15 minutes, Officer Pitts came to my gate and informed me that the phone was located in the Lyft, that the next passengers had answered it and that they were in North Minneapolis and the driver would return to the airport in approximately 40 minutes. I thanked her and waited until the last moment to board the plane - and sure enough! She was walking down the terminal to bring my phone to me. I had it in time for my week-long trip and I am so grateful for her assistance. Please commend her for going above and beyond. She really made my day/week!!

*Regards, Kirsten*

*PS: Now if I could just find my glasses that I removed while looking for that phone. 🙄*