

# mspnice award

April 11<sup>th</sup>, 2022

Greetings Managers,

One of your employees, Rik Wenzel, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Rik 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 Rik!



Nancy Fortier and Rick Wenzel, MAC Lost & Found

## Customer compliment:

\*\*I wanted to thank you so very much for your assistance in locating my daughter's vaccination card! She attends college in Scotland and upon her return for Christmas, in her rush to catch a connecting flight, forgot to zip one pocket in her backpack, and her card fell from her bag while going through TSA. The Scottish government will only accept an official CDC card as proof of vaccination and Wisconsin will not issue replacement cards for fear of fraud. After a few attempts and confusion over where international flight items are sent, my daughter Taylor took a chance at calling, and reached you. You went out of your way to help her and looked in areas others had not- and you found it! We cannot express adequately how very grateful we are! Taylor was able to return to school and will not be treated as an unvaccinated student. You didn't need to go to the lengths you did to try to help us- but you did, and we wanted to let you know how very much it meant to our family and eased a huge source of stress for us all.

*In highest appreciation, Kim Gillis*

\*\*I lost my bracelet at the airport. It was not located, but I want to compliment Rik Wenzel from Lost and Found for going above and beyond in his search for it.