

mspnice award

January 20th, 2023

Greetings Managers,

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



Phil Burke and Cindy Stevenson, MAC Customer Experience

Customer compliments:

I am writing this letter to compliment one of your employees, Cindy Stevenson. I had arranged transportation home via Super Shuttle. My flight from Amsterdam arrived on time but deplaning was delayed due to a medical emergency. I followed the shuttle signs only to end up in the wrong place. By this time, it was over an hour since my plane landed. To complicate matters, I lost my sim card in Europe and had no phone service to contact anyone. I later found out the driver had tried to contact me but got what appeared to be a non-working number, so he left.

I found myself at the airport on Christmas Eve, alone with no phone service. Even if I had phone service everyone I knew was out of town or sick with covid. To say I was upset is an understatement. Cindy came to the rescue. She very patiently and determinedly tried contacting the shuttle company. She assured me she would help me get home and she did. We finally found my reservation and she was able to explain what happened and arrange for the driver to return for me. She even arranged for other airport personnel to escort me to the proper door.

She personified the Christmas Spirit. She was patient, calm, and determined to help. I don't know what I would have done without her assistance. Please convey my sincere appreciation to her and wish her a very happy 2023.