

# mspnice award

October 21<sup>st</sup>, 2020

Greetings Managers,

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



Shelly Lopez and Phil Burke, MAC Customer Experience

## Customer compliment:

I am the father of Carter, a mildly autistic 20-year-old who has had a deep interest in aviation for close to a decade. Carter and I participated in the “Navigating MSP” event on October 5, 2019, run by Shelly Lopez. Obviously, there were other participants who are much more profoundly affected by autism than Carter is, and deeply benefitted from the program. I am sure that many other parents are especially grateful to her. She certainly was busy that Saturday morning.

Ms. Lopez is clearly addressing a real-world need for parents of children and young adults on the spectrum. Being able to help them through a “rehearsal” of airline travel is obviously valuable beyond measure.

For Carter, the real bonus on October 5 was to sit in the cockpit of an Airbus A321 with Delta Captain Andrea Ratfield & Delta FO Donald “Sandy” Deach. We know how special this occasion was, because ordinary passengers never get to casually tour the cockpit of a commercial airliner.

“Navigating MSP” is an extremely worthwhile effort, and Ms. Lopez is helpful far beyond what she probably realizes. None of her efforts are wasted. I thank you for this. I trust that will make sure that Ms. Lopez is thanked and rewarded accordingly for her efforts. She is certainly one of a precious few trailblazers in the United States.

*Respectfully submitted, Torleif Sorenson*