

July 18, 2013

Greetings Managers,

One of your employees, Maia Khamis-Mohamed, was recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Maia 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 Maia!

Way to go!

Phil Burke, MAC,
Director of MSP
Operations with
Maia Khamis-
Mohamed,
US Airways



CUSTOMER COMPLIMENT

I would like to recognize an employee at your airport who was exceptionally wonderful at her job! I did not get to speak with her or learn her name, but I was departing on flight US Air 1262 to Philadelphia and witnessed her behavior. She had long dark hair. There were a lot of delays yesterday and the employees were running around like crazy dealing with upset passengers. This lady ran back and forth from gate to gate, and was out of breath while speaking on the intercom informing us of our flight status, but all the while smiling and trying to make people happy. I also overheard her state to another employee that he should take his break because he had been there for the entire day without one, but so had she! They then had to manually check us in, because the system was down - and she handled that with extreme grace! I think they had us out of the gate within 20 minutes. In a world full of negativity, I just wanted to share this experience with you and hope someone is able to pass this information along to her, somehow! Thank you!

-Kristen Olszewski