

Customer Service Action Council

MSP SERVICE PROFESSIONAL AWARD

May 15, 2013

Greetings Managers,

Two of your employees, Sam N. and John G., were recently awarded with an MSP Service Professional Award. The MSP Customer Service Action Council (CSAC) is proud to recognize them for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Sam and John!

Way to go!

Melissa Scovronski,
MAC Manager of Market-
ing and Public Affairs
with Sam Nohava and
John Gubash



CUSTOMER COMMENT

After dropping my husband off at the LSE airport for a flight to Seattle with a connection in MSP, I arrived home to find a voicemail stating the training he was attending was cancelled. The cost for this training was out of our pockets so I needed to reach him. I called the MSP Airport and worked with two employees that were wonderful. They kept paging and I kept calling. My husband's flight was nearly 20 minutes late. He said they left LSE late so instead of having 45 minutes to run from the C gates to the G gates he had less than 20. He made it! Once on board he spoke to a flight attendant and said I heard my name paged. The flight attendant told him to talk to the associates at the Delta desk. He walked off of the plane and he told the associates at the Delta desk that he heard his name paged. They said they didn't hear it so it was probably them. He went back on board and flew to Seattle. When he called home that night I told him I tried to stop him at the MSP Airport because his training was canceled. I want to thank the employees from the MSP Airport for working with me and to let them know they were successful. He asked at the Delta Desk where he boarded flight 41 if they heard his name paged and they told him they never heard his name? They did not follow through by saying we didn't hear the page but you should try calling the MSP Airport office and ask if they paged you? They could have given him the MSP office number but they did not. I want to say to you, thank you. We both appreciate all that you did and your thoughtfulness.

Roger and Susan Thicke