

# Customer Service Action Council

## MSP SERVICE PROFESSIONAL AWARD

August 15, 2013

Greetings Managers,

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

*Way to go!*



Arlie Johnson, Assistant Airport Director, MAC Landside Operations with Michael Murray, MSP News and Gift

### CUSTOMER COMPLIMENT

I'm writing to tell you about the outstanding customer service Michael at MSP News & Gift provided me this morning. I saw a great T-shirt in the window of a shop in the MSP Mall last week but was dashing to make my connection and didn't have time to stop. I didn't catch the name of the store so went looking for it on your website this morning. After a couple of unfruitful calls, I spoke to Michael. He told me the shirt wasn't in his store but he'd seen it on display and offered to step out into the mall to get me the name of the shop - ZoZo.

When I called the number listed for ZoZo in the ShopMSP directory, it was not in service. I called Michael to see if he had a number, which he didn't but offered to run over to ZoZo and get the number for me. How nice that Michael went above and beyond to help me get what I was looking for. I hope that you will pass this along to Michael's manager so that he may be recognized for his kindness and great service today.

-Pamela Brown