

# mspnice award

October 11, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Andrea Reis

## Customer compliment:

I'm sending you this note, in appreciation for the exceptional service from I received from Andrea Reis at your Information Booth in the airport. This was at 10 PM, and my flight from Chicago to Rochester was cancelled, and we ended up in Minneapolis. I had a 6:45 AM appointment in Rochester in the morning. I called a shuttle company from Chicago, but they informed me they were full, and that was the last shuttle for the night. Andrea offered to physically go to see how many seats were left and sure enough, there were 2 seats left, and I got them! I was so thankful for her service, I attempted to tip her, and she replied "thank you, but no, that's my job". I'm 85 years young, and this was the first time it's ever happened, and I have traveled the world. You have one heck of a good individual working there. Please inform her of my appreciation. This took place 8/12/13. Thanks for a great experience in a bad situation.

*-Harlan & Kulla Wiss*