

mspnice award

January 13, 2014

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations with Travelers Assistant, Karen Evans

Customer compliment:

I would like to recognize one of your volunteers for going beyond the call of duty to help me. I left my cell phone in my rental car, but did not realize it until I passed through a very busy TSA security check point. Without enough time to exit security, search for the phone and go back through the TSA check point, I stopped at the MSP customer service/information counter. After telling Karen my sob story, she donned her "Wonder Woman" outfit and sprang into action. In a flash, Karen was able to arrange to have the phone brought to a "drop-zone", and made the transfer. Before I knew it, my phone was back in my hands. Karen did an outstanding job! It is quite refreshing and appreciated to find such a nice person that was so willing to help a complete stranger. Karen clearly loves to work with people.

Please thank Karen again for me. I frequently travel to and through MSP, and will be sure to stop by her counter with hopes of being able to say hello to such a nice lady.

-Mark A. Ruklic