

mspnice award

October 18, 2013

Greetings Managers,

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



Phil Burke, Director of MSP Operations and Jeffrey Cook, Senior Manager, PrimeFlight Aviation Services with Tyrone Wallace

Customer compliment:

I had a flight on American Airlines last Friday, October 4th which departed from MSP to ORD at approximately 12:30 pm. I am recovering from a lengthy illness, and needed the assistance of a wheelchair in order to navigate through the airport. As I was traveling alone, I was "assigned" an escort to help me reach my departure gate. The man's name was Tyrone, and he was helping me out when I arrived to the airport at approximately 10:45 am that morning. I just had to take the time to commend Tyrone. Tyrone was patient, respectful, and really went out of his way to make sure that I felt comfortable and that I was taken care of once he dropped me off at my gate. I'm quite sure other people have commented on his excellent customer service, but I really felt like I had to put my two-cents in as well. The world needs more people like Tyrone - people who love their job, people who care about others, and people who are genuine in every ounce of their being. Thank you so much Tyrone. I've never encountered anyone, especially in such a harried place as an airport, who was so kind and helpful and willing to go the extra mile. You deserve a raise!

-Julie Huiras