

mspnice award

December 16, 2013

Greetings Managers,

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



Arlie Johnson, Assistant Airport Director, Landside Operations and Phil Burke, Director of MSP Operations with Edgar Samuelson, Passenger Services Assistant, MAC Landside Operations

Customer compliment:

Summary from a phone call to Delta from a very thankful passenger:

The passenger, Igor Zotov, flew into MSP on 12/1 from DFW. He had lost his wallet and Edgar Samuelson, a MAC employee, found it, located the taxi driver who brought Mr. Zotov to his home in Excelsior, and then contacted the taxi and had the wallet delivered to Mr. Zotov's home.

He was so grateful and wanted to be certain Mr. Samuelson received recognition for his actions.