

# mspnice award

August 22<sup>nd</sup>, 2016

Greetings Managers,

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



Jim Arble and Carl Stevenson, G2 Secured Staff;  
with Jeff Nawrocki, MAC Assistant Director, Facilities

## ★ Customer compliment:

Brenda called today to say she had the most wonderful experience here ever at MSP! She wanted to make sure a porter named Carl was recognized. Brenda is a passenger, and is at Newark Airport right now and is taking 19 students to Copenhagen. She got through security here at MSP on Wednesday, August 17<sup>th</sup>, and realized that she forgot her purse with her phone and money at her parent's house. She met Carl at Door 1 on Ticketing Level. Carl let her use his phone. She was panicking and he helped her calm down and he helped her with a plan. He helped her realize the positive, in that she did still have her passport.

He gave her the help that she needed, and she wanted to call and say thank you for all of his support and help.

Carl really made a difference.