

# mspnice award

August 18<sup>th</sup>, 2016

Greetings Managers,

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



Phil Burke, MAC Director of Airport Operations; Cindy Stevenson, MAC Landside Operations; and Gary Warren MAC VP, Planning, Development & Environment

## Customer compliment:

Reference is made to my experience at the airport yesterday. Let me preface by saying I'm an eighty-five year old man and need assistance in circumstances such as I recently experienced. As I entered the short-term parking ramp I inadvertently put my credit card in the slot where the ticket comes out. It got stuck and wouldn't come out and no-one near me to help me so I went into the building to seek help. A wonderful lady by the name of Cindy Stevenson and a young man by the name of Matt Clark, badge #229 came to my rescue. They were unable to retrieve my credit card; however, we saw other cars come through later, now, whether or not they got my card, I do not know. I did call my credit card company, and reported it lost. They blocked the account, Thank God! It was a most frustrating experience for me and if it weren't for the wonderful help of Cindy and Matt, I may have gone into an anxiety attack for which I'm being treated. Many people are quick to complain about bad service and so forth but fail to commend people that perform services above and beyond their duties. Well, I want you to know that these two went above and beyond to help an old Geezer like me! Please acknowledge them personally that I express my most heartfelt gratitude for their assistance.

*Most Sincerely, John A Shea*