

mspnice award

October 17th, 2016

Greetings Managers,

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



Phil Burke, MAC, Director of Operations; Nancy Fortier, MAC Lost and Found, Phil Freeman, Cynthia Stevenson, and John Gubash, MAC Landside Operations; and Atif Saeed, MAC, Assistant Director, Landside Operations

Customer compliment:

- ★ To Whom It May Concern: This is a (long overdue) follow-up to meeting your employee Cindy- stationed at the Terminal 2 Information Desk (between the rental car and shuttle departure areas)- in the early hours of July 25th, 2015. For her, it was probably just a typical day at work. It had been, however, the worst day I had (& still have) ever had. My dad had been airlifted to Mayo in Rochester earlier that evening while having a medical emergency. The situation was grave, and I didn't know if I could or would "make it in time." My husband and I had flown into MSP at approx. 12:30 a.m. The car rental place was scheduled to be open until 1 a.m. I made it to the rental area at about 12:50 a.m.... just in time to see the car rental desk associate slip into the back and leave me "hanging." I was tearful and desperate to get in my rental car and on the road ASAP. I ran to the information desk, and asked Cindy if she was able to call the associate for the rental car company (I was hopeful that she had phone numbers for the back-office areas). Unfortunately, that was not the case. It was clear she felt terrible about the situation and how I had been disregarded by the rental car employee. She was so kind. She personally accompanied us to the other terminal car rental area. I appreciated Cindy's willingness to make sure I got on my way that day. Her professionalism and commitment to providing excellent customer service are rare, remarkable, and to be commended. She deserves a raise. *Sincerely and with due respect, Jodi D. Bisek*