

mspnice award

June 27th, 2016

Greetings Managers,

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



Kate Gerundo, Travelers Assistance,
with Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing

Customer compliment:

My brother Fred Scholl wants to say “thank you” for taking care of him during his 12 hour layover at MSP Airport. Your kindness was also very reassuring for me, his sister, and for his brother and sister-in-law (Alan and Doreen). Sincerely, Mimi Scholl
MICAH GARBER & HARRIET LEVINE were the volunteers on duty when Fred was brought to TA CENTRAL. It was their job to “look after” him. CATHERINE PETERSON was the afternoon shift supervisor. Despite the fact TA was closed down, Catherine stayed at the office to watch over Fred. Catherine was the individual who maintained phone contact with Mimi Scholl and kept her updated. Catherine also took Fred for dinner. One volunteer – KATE GERUNDO – didn’t receive the office closing notification (she arrived by Light Rail) insisted on staying to help Catherine (and other passengers stranded by that storm). Kate personally escorted Fred to the departure gate; waited until DL gate agents confirmed the flight was departing; and, watched him board the aircraft before returning to TA Central.