

mspnice award

December 19th, 2016

Greetings Managers,

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



Roy Fuhrmann, MAC Vice President, Management & Operations,
with Katlyn Kaiser, MAC Operations

Customer compliment:

I wanted to tell you what a wonderful thing Ms. Kaiser did for our family today. I was at home in Nebraska this morning shortly after 11:00 when I received a call from our son who had an upset sound in his voice. He had just boarded his flight to Las Vegas when he realized that he did not have his keys, and thought that it was most likely that he had left them at the TSA security south checkpoint. He had already left a message with the TSA Lost and Found, but asked if I could possibly try to find out if there was any way that we could find out anything about them before Monday. In looking through your website, I came across the MSP Nice Award Program, and I decided to call. Ms. Kaiser answered herself, listened to my tale, and immediately offered to go to the checkpoint to look for Benjamin's keys. Within just a few minutes, she called back to say that she had them, then asked for Benjamin's flight number because she was going to try to rush them to his gate. Because the flight had already taken off, Ms. Kaiser offered to keep them until we could figure out a way for Benjamin to pick them up on his return.

I have no clue as to how many people come through the MSP airport on a daily basis, but something tells me it is a very high number. Despite this, Ms. Kaiser must have dropped everything she was doing to help a family she did not know at all – people she has never met. She took time out of her day to help us – and we cannot thank her enough. Her attitude and demeanor reflected such helpfulness, it wasn't just that she was helping us but she was doing so with enthusiasm. We are just so grateful to her. We can't imagine a better example of the kind of customer support that your MSP Nice Award Program is designed to encourage than what Ms. Kaiser did for us today. She represents MSP with consummate professionalism and clearly leads by example. Thank you to Ms. Kaiser and thank you to you for reading our e-mail.

The Tape family