

# mspnice award

December 29<sup>th</sup>, 2016

Greetings Managers,

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



Aaron Harvey, Rochelle Birk, and Jenny Gill, Delta Global Services,  
with Phil Burke, MAC Director of Operations

## Customer compliment:

On November 19, 2016, a passenger seated in the gate area noticed another passenger seated nearby was in distress. She went up to him and asked if he was ok. DGS Supervisor, Rochelle Birk overheard her and quickly stepped in to assist. She shook the passenger and noticed his eyes were rolled back.

Rochelle initially thought he may be having a seizure. DGS gate agent, Jenny Gil, a Certified Medical Assistant for the last 12 years observed what was going on and knew immediately she should assess the situation. The man's condition was not presenting as a seizure. He was sweating profusely. Jenny and Rochelle moved the passenger to the floor. Jenny felt for a pulse and found none. She shouted for someone to get the AED and she started performing CPR chest compressions. CSA Jackie Brown quickly got the AED and Jenny hooked it up to the passenger. After 3 sets of compressions, Jenny paused and Rochelle checked for a pulse and found a slight one. Jenny and Rochelle continued to assess and care for the passenger until the paramedics arrived. The passenger and his wife were transported to the hospital to receive further care.