

mspnice award

June 23rd, 2016

Greetings Managers,

One of your volunteers, Russ Andrews, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Russ for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Russ!



Amanda Greene Guentzel, MAC Manager, Public Affairs and Marketing,
with Russ Andrews, Travelers Assistance

Customer compliment:

I recently flew on DELTA from Minot ND to Scranton/Wilkes Barre, PA and upon going through security in Minot my watch, which is very precious to me, was inadvertently left behind. I was instructed by my Delta flight attendant to go directly to the Delta "Help" desk upon arrival to MSP and she wrote some info on a slip of paper for me to show the "help" person. Not only was the lady of NO HELP but she dismissed me by actually turning her back and as I walked by she called out very patronizingly "Have a nice day". Well, it wasn't a nice day until I met Russ at the MSP Information desk and he was so patient, kind and very helpful. He helped me get ahold of the TSA person in Minot who kindly mailed me my watch. Both these fine gentlemen went above and beyond to help me retrieve a watch, though not expensive, still very precious as the silversmith in Montana has since died from cancer and it was a wonderful anniversary gift from my husband of 39 years.

Thank you Russ and the other kind people at MSP Information. Keep up the good work!

Sincerely, Pauline Probert (DELTA member)