

# mspnice award

August 9<sup>th</sup>, 2017

Greetings Managers,

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



Atif Saaed, MAC Assistant Director, Landside Operations; with Amy Weinhaus, MAC Landside Operations

## ★ Customer compliment:

I arrived at MSP and realized I'd forgotten to print the confirmation receipt for my hotel. I had no smart phone, and all I remembered was that my hotel was a Marriott. I couldn't reach any of my friends who were staying at the same hotel, and I was about to panic. But the taxi booth assistant came to my rescue. I wish I'd gotten her name! She pulled out a list of all the hotels in Minneapolis and helped me call them. After calling five Marriott's, through her inquiries to one of the desk clerks she figured out that my hotel was actually a Courtyard by Marriott (on a different list). I was so relieved! She was my hero. She even gave me a copy of the Taxi Passenger Info form with her number in case I had problems and wrote down the address of my hotel.

*Gail S. Stephenson*