

mspnice award

December 7th, 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!



Steve Moss and Dawit Tinsae, MAC Landside Operations; Phil Burke, MAC Director of Operations; and Elviar Harvel and Amy Weinhaus, Landside Operations

Customer compliment:

Amy Weinhaus at MSP is an absolute treasure. October 6th was a horrible day for me. Flying home from a funeral in Chicago, I left my cell phone in an Uber. When I arrived back in Minneapolis, my car wouldn't start in the parking garage. As you can imagine, I was tired, emotional and stressed. Gratefully, I found Amy! She could not have been more wonderful to me. She was calm, understanding and so very helpful. She put me in touch with folks who could jump my car, she let me use her personal cell phone to contact my husband and she stayed with me in the garage until the mechanics showed up to be sure they would be able to get my car started. Amy did all of this for me while she was still on her break!! She made all the difference for me that day. I'm so thankful that Amy was the person I found, because she was just the person I needed :) Please pass along my feedback to Amy's supervisors. They need to know what an amazing person they have on their staff.

Incredibly grateful, Megan Paul