

# mspnice award

June 13<sup>th</sup>, 2017

Greetings Managers,

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



Betty Schultz, Travelers Assistance, with Jane Zaspel, Shift Supervisor, Travelers Assistance

## Customer compliment:

I have a new name for your Travelers Assistance program at Minneapolis-St Paul International Airport, *Guardian Angels of MSP*. My mom's connecting flight from LA was delayed for 2 hours. Between her flight arrival in MSP and her connecting flight takeoff she had less than 30 minutes to make the flight. My mom is 76 years old and can walk, but the likelihood of her making the connecting flight on her own was impossible. I called Delta to see how they could help. After holding almost 2 hours they told me I could request a "Meet and Assist" with no guarantee. I didn't know what to do.

My mom was going to be stuck in MSP. I searched the MSP website looking for hope and came across Travelers Assistance. In 2017 when you call a help line phone number you NEVER expect an actual live person, but after 1 ring I got Betty Schultz! Betty patiently listened to me explain my situation. She consulted with her colleagues on the best plan of action. They decided that she would go to the gate to see if there was a cart waiting for my Mom and if not, to see if they could help escort her to the next gate. My mom, Astrid Willis, said when she exited the plan she saw a very large sign with her name on it, and the nicest person greeted her and took her straight to her awaiting cart. My mom made her connecting flight without a moment to spare. Words cannot express how grateful I am to Betty and your program! It is not always possible to travel with our loved ones. To know that there is a program like this available brings me joy. I told my husband we should consider retiring in Minneapolis, I think the nicest people in the world may live there. I made a small donation to the Airport Foundation, MSP in honor of Betty Schultz and appreciation for your program.

Angie Platt