

# mspnice award

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

Greetings Managers,

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



Phil Burke, MAC Director of Operations, with Bob Mundahl, MAC Operations Agent, Landside Operations

## **Customer compliment:**

Last week I returned from an overseas trip, and utilized the taxi services from MSP airport to my home in St. Paul. Unfortunately I was not given a physical receipt or one electronically. In that case I called the airport taxi service to see what options were available. Mr. Bob Mundahl responded to my inquiry and provided outstanding customer service. He was professional and courteous, and diligently followed up until the issue was resolved. He even contacted me by phone a couple times to provide brief updates in the process.

Such a level of customer service seems rare these days. I am most impressed with Mr. Mundahl's work and efforts, and sincerely appreciated his assistance. If I could answer any questions, don't hesitate to let me know.

*Thank you, Kurt Koestler*