

# mspnice award

June 8<sup>th</sup>, 2017

Greetings Managers,

One of your employees, Debbie Stirtz, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Debbie 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 Debbie!



Debbie Stirtz, MAC Information and Paging

## Customer compliment:

I had left my laptop in a bin at check in and flew to NJ. Before bed I decided to look for computer when I realized that it was gone. I called the airport and Debbie answered with her sweet caring voice and transfers me over to lost and found. I left a message. There was no way I was getting sleep tonight, so I cried and called back and Debbie answered again. I explained to her that I left a message and I desperately needed this computer. I needed to know it was safe. If tomorrow came and I told my boss my computer is gone, I would get fired immediately. She felt bad and had such empathy for me. She helped and called the terminal. Asked me questions and was able to speak to someone who had 3 laptops. She asked me all the questions and I was specific around what they had to look for. They found it. She said we had 30 minutes to get there before the terminal was closed. I asked Debbie if she can help and hold the computer to give my friend more time to get there. She took all the steps required and took responsibility to help me ....a stranger. She didn't hesitate. She was so willing to do what she could. She was able to take the steps and sign my computer out. She held onto to it, and helped my friend get in touch with her to give it to her. She asked all security questions and took ID. Now my computer is safe and I can sleep. Debbie called me to tell me she gave my computer to My friend and that I can sleep now knowing it's safe. Who does that?? I'm in sales and hire people each day, I would be lucky to find someone like Debbie. Someone who cared and who went out of their way. People like Debbie are hard to find nowadays. They do what is expected of them but never go above and beyond like she did for me. Debbie deserves recognition and I truly believe that she was my hero tonight. Please be sure to let her know I sent this over for her. Let her know that she did an amazing job. I hope to meet Debbie next time I come to give her a very big hug.

My wife's grandmother was flying to visit for the summer. We received a call letting us know Granny's flight was canceled and she would now be arriving at 1130. We were then informed that Granny already departed and was on her way to Miami to catch her connection. As you can imagine, we immediately became concerned since my wife's grandmother is elderly, had been traveling for 3 days straight, and Miami is way out of the way. To make matters worse, Granny does not have a cell phone nor does she have credit cards. After learning Granny was on her way to Miami, we demanded a copy of the flight itinerary. After hours of not being able to produce the itinerary, the gentleman sent us a flight number. It was at this point we realized Granny was not on her way to Indianapolis, she was on her way to MN! Granny is not from the US so she wouldn't have realized she wasn't in Indianapolis and probably would have been waiting outside for her granddaughter to pick her up. She called American Airlines who was of no help -- their advice was for Granny to get a hotel room and try and catch another flight the next day. Sounds like sound advice except for the fact that we had no way to communicate this information with my wife's 79 year old grandmother AND, Granny had no idea she was not arriving in Indianapolis. It was at this point that I stumbled across the airport phone number that led us to Debbie. Debbie immediately understood the seriousness of the situation and began communicating effectively. She remained calm and asked clarifying questions to ensure she had all of the facts. After placing me on hold in order to work through details, Debbie took down my phone number and told me she would call me back after finding a supervisor. Staying true to her word she called me back immediately and told me if she couldn't get help she would remain at the airport until Granny arrived. Debbie got off work that evening at 10 but was willing to stick around until 1130 in order to prevent an older woman from potentially getting lost. Not only did Debbie stick around, she also called us once she had contact with Granny, set Granny up in a quiet room and ensured Granny knew where to be early the next morning. To make a very long story short - Granny arrived the next morning in Indianapolis and everything worked out but the situation could have ended much differently if not for Debbie's act of kindness and her willingness to go the extra mile. Oh yeah... Debbie also called the next day to make sure Granny made it to Indianapolis safely. Talk about a true professional!!! I probably did a poor job of detailing Debbie's actions but just know this... you have an OUTSTANDING employee working for you and an even better person!