

mspnice award

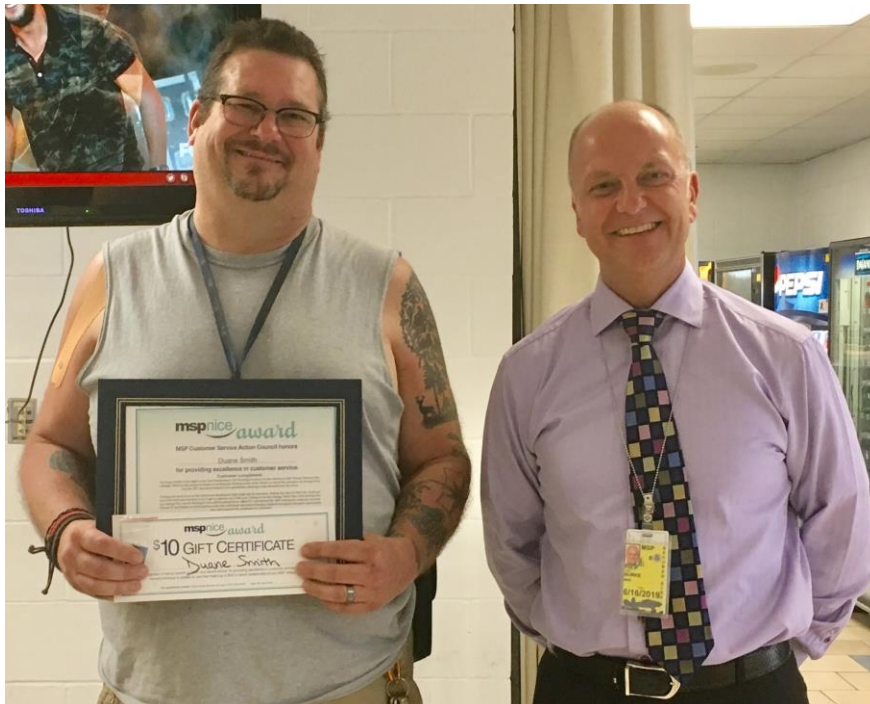
July 26th, 2017

Greetings Managers,

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



Duane Smith, MAC Field Maintenance; with Phil Burke, MAC Director of Operations

Customer compliment:

On Duane Smith's First night as the Field Maintenance 320 Working Foreman for the afternoon shift "Dewey Behaved like a Knight. While on his assigned rounds of checking the Parking levels;

Dewy Notice at one of the entrances on Orange level 2 by the LRT, that there looked to be a gentleman sleeping on the sidewall near the doors.

Pointing his work truck on the Gentleman thinking his light might get his attention, finding that had no effect Mr. Smith got out of his truck and shouted to try to get a response out of the man. Failing to see any change, Dewy then tried shaking him and asking if he was ok. Finding he was still breathing Dewy called 911 and started the MAC emergency response services. Airport PD and Medics arrived and found that the individual was indeed having a medical emergency and gave appropriate care and transport the gentleman to a hospital.

Not only was Duane Smith being a diligent Employee and showing great Leadership by taking some of the extra tasks on himself, he also showed exceptional decision making to notice this individual, showing enough concern to check on his well-being and assist in any way he could.