

# mspnice award

August 9<sup>th</sup>, 2017

Greetings Managers,

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



Heidi Sagerer, MAC Landside Operations; with Atif Saaed, MAC Assistant Director, Landside Operations

## Customer compliment:

I caught a cab for a short ride to South Minneapolis. It was late and as my wife was getting organized, I jumped into the cab on the right side. As it was a short bench seat, I stowed my backpack on the side of the seat. When we arrived at our home the driver opened the door on the right side and went to the back to remove our luggage. I was counting cash in the dim light and in a rush, exited the left door. Paid and thanked the driver. I normally ask for a receipt but as we were standing with all luggage at the back of the vehicle, opted to not ask. My taxi behavior was abnormal, as I didn't hold my backpack in my lap (or place with luggage) and didn't ask for a receipt. Once inside our home, I realized that my backpack was still in the van. I didn't register the driver's name, cab company and really had no way to trace. I knew that starter sent us to spot number 4 about midnight, so that was a clue but what to do at 1 AM.

I drove back to the airport and spoke with the starter on duty. She was very comforting and gave me a pamphlet that I didn't initially receive (my 1st starter had a glut of riders when I arrived) and pointed out the phone numbers I could call in the morning. There was also the possibility that I may receive a call when/if the bag was returned.

I waited to call until 2 PM and spoke with Heidi who after a few questions, confirmed that my bag had been returned. I came to the starter office and picked it up. Naturally happy, I offered Heidi a small tip, which she refused. I gave her an envelope and asked that Heidi pass it on to driver 5550 (American Travel Service), which she agreed to do. Your staff nailed it and I'm very appreciative.