

# mspnice award

December 7<sup>th</sup>, 2017

Greetings Managers,

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



Steve Moss and Dawit Tinsae, MAC Landside Operations; Phil Burke, MAC Director of Operations; and Elviar Harvel and Amy Weinhaus, Landside Operations

## Customer compliment:

My name is Mauro Aglitti, Italian citizen, and I was a customer of Minneapolis Airport in May. I send this mail to pay special thanks to Mr. Todd Johnson, Mr. Steve Moss and Mrs. Cynthia Stevenson. On Wednesday May 17<sup>th</sup> unfortunately I left my backpack with personal documents, air tickets, passport, cell phone and money in the taxi car that took us to the hotel. When I returned immediately to the airport, Mr. Steve Moss and Mrs. Cynthia Stevenson became interested in my situation and started to figure out who the taxi driver and Taxi Company had left me at the hotel (I did not remember the Taxi number and the type of car). While waiting, Mr. Moss reassured me that we would find the backpack. After about an hour Mr. Todd Johnson, who had gone to inquire at the Taxi Company in the meantime, returned me the complete backpack of everything. Thanks to their collaboration and efficiency, it was possible for me to continue the journey back to Italy (I cannot imagine the consequences if I did not find the backpack ... ..). Thank you Cynthia, thank you Steve, thanks Todd, you are special people.

*Dott. Mauro Aglitti*