

mspnice award

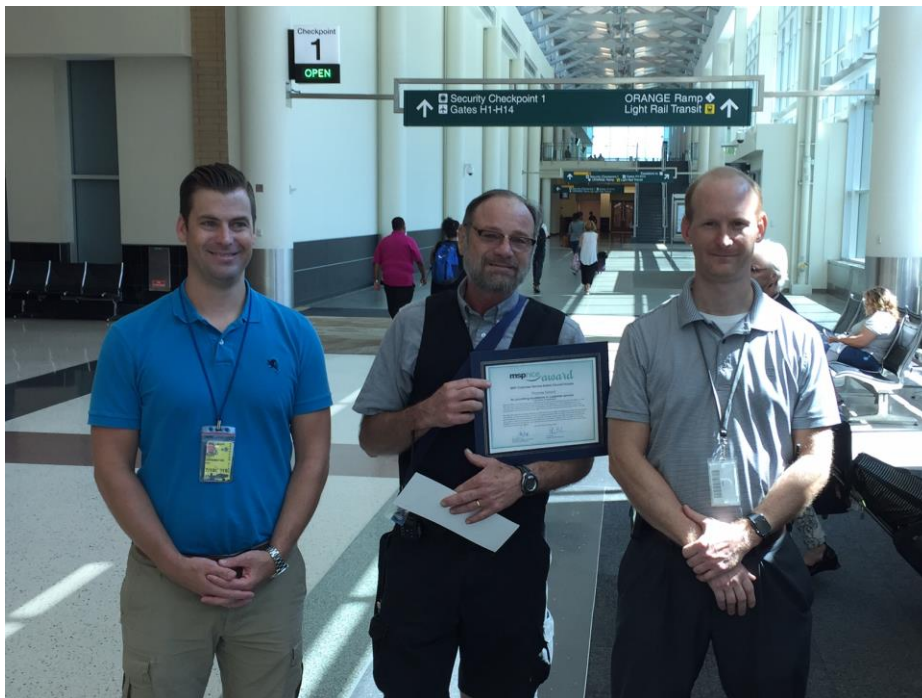
July 27th, 2017

Greetings Managers,

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



Scott Skramstad, MAC Manager, T2 Operations; Thomas Gerard and Jeffrey Cook, Prime Flight

Customer compliment:

Apparently May 3rd was the first day of your wheelchair service agreement and although everyone who helped us in that effort was nice, it took us at least 2 hours to get from the Air Choice One gate at T1 to the appropriate gate for our connection with Southwest Airlines at T2. From this experience, we didn't think we would make the connection from Southwest back to Air Choice One on our return flight. That was of concern because we were on the last flight of the day.

We really appreciated the exemplary assistance we received on our return flight. Our guide met us when the plane arrived at Humphrey, and when we explained our concerns, he sought permission from a co-worker to see us all the way to our gate at Lindbergh. He took us on elevators, trams, assisted us through screening, and made sure we got to our gate with plenty of time. All this from someone who had only been on the job about 2 ½ weeks! This is a wonderful service you provide, but we are particularly in this man's debt. We were very impressed with his manner and work ethic, and feel that such dedication deserves recognition.

Sincerely, Chuck and Penny Tilden