

# mspnice award

April 26<sup>th</sup>, 2018

Greetings Managers,

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



John Gubash, Bashir Hers, Dave Schouvieller, MAC Landside Operations;  
and Phil Burke, MAC Director of Operations

## Customer compliment:

On Feb 20th I took a taxi from the Airport T1 to my home. I accidentally forgot my small backpack when I got out of the cab. The backpack ended up at the ground transportation area at Terminal 2. A very kind man who works there, Dave, reunited me with my backpack by doing some detective work. My used boarding pass and my cellphone were in the bag, so he found my home and called my sister from the contact list on my phone. She called me. Then I called my cellphone and he answered and told me where to come to pick it up. I am extremely grateful. I don't know if you give Employee of the Month awards, but he certainly deserves one.