

mspnice award

August 30th, 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, Dave Schouvieller, and Bashir Hers, MAC Landside Operations;
with Phil Burke, MAC, Director of Operations

Customer compliment:

Dave Schouvieller was amazingly helpful, compassionate, and kind in offering his expert assistance to guide me through the maze of procedures to retrieve my wallet from the plane from Fairbanks. The Delta staff did not want to help, but Dave was insistent that they listen when he took me to the special services. He showed me shortcuts on how to get back and had to go through security to retrieve my wallet. I missed two shuttles to Rochester, but got my wallet back with Dave's help. He made a trying experience so much better and I will remember the experience as positive because of Dave!