

# mspnice award

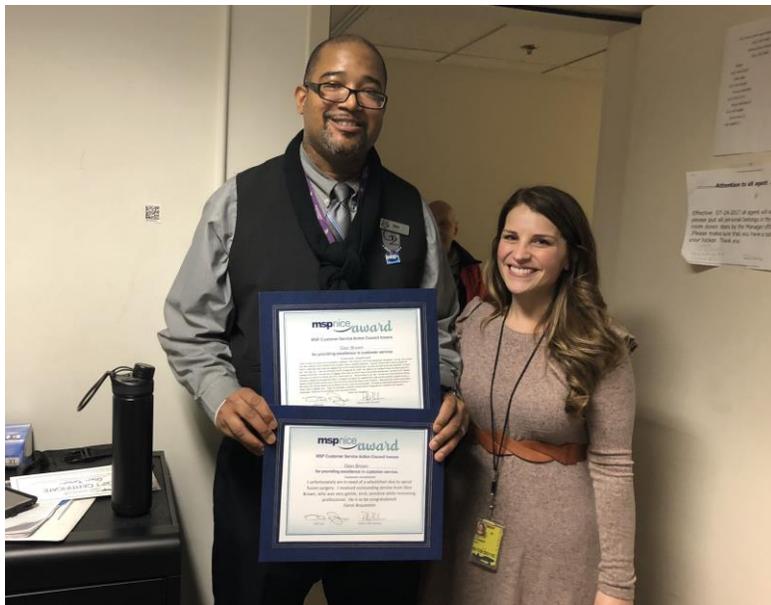
January 26<sup>th</sup>, 2018

Greetings Managers,

One of your employees, Glen Brown, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Glen 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 Glen!



Glen Brown, G2 Secure Staff; with Katlyn Kaiser, MAC Operations

## Customer compliment:

\*\* I wish to make you aware of an exemplary employee. Glen Brown is one of the wheelchair attendants. On Dec. 19 I arrived and after walking a short distance from my gate I knew I needed assistance. I saw Mr. Brown with a chair & asked him where I might get help to get my luggage & go to the shuttle pickup area. He took one look at me and said here, sit down and I will help you. I was out of breath and he recognized my need. He called to let transport know his whereabouts & change of direction. He took me to baggage, then took me all the way to the shuttle pickup area. He told me if I needed help upon my return to contact him & he could assist me. I did just that on Jan. 4th. He met me at the American Airlines entrance, helped me through the check in, dropped my bag to be weighed then took me thru security, helped me buy a bottle of water & then all the way to the end of the concourse where I was to board. I flew American Airlines both times. Not only is Mr. Brown helpful and courteous, but he is also very personable. He made me feel comfortable and secure. I knew I was in capable care. I hope his exemplary customer service will be recognized as a model for all transport employees. Thank you for providing a very necessary service.

*Andrea Lynn Neumann*

\*\*I unfortunately am in need of a wheelchair due to spinal fusion surgery. I received outstanding service from Glen Brown, who was very gentle, kind, sensitive while remaining professional. He is to be congratulated!

*Farrel Braunstein*