

# mspnice award

December 28<sup>th</sup>, 2018

Greetings Managers,

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



Phil Burke, MAC Assistant Director- Customer Experience; with Greg Linde and Roy Loran, Delta Global Services

## Customer compliment:

I wanted to take a minute to recognize an employee. He is an MSP gate agent supervisor who I usually see working the high C gates and the A gates in MSP. His name is GREG LINDY and in my humble opinion, he is one of many reasons the Delta brand is what it is. I am a commuter so not only have the pleasure of watching Greg interact with our customer base but also interact with me.

Greg usually arrives after a gate agent reaches out for help with any number of things not going correctly. The first thing Greg does is acknowledges the customer and gate agent with an incredibly calm and pleasant demeanor and a smile, then he investigates the issue at hand and explains to all parties what the fix is going to be. I am not a gate agent so I do not fully understand all of the nuances of the position, but I do know excellent customer service when I see it and am a recipient of it as well. His clam respectful pleasant demeanor, his can-do attitude and high competence with his position make me proud to be part of his team and working under the Delta brand. Thank you

for your time.

*Josh Zellers*