

mspnice award

July 13th, 2018

Greetings Managers,

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



Ian Martin, MAC Landside Operations; and Wendy Lauber, Manager, MAC Landside Operations

Customer compliment:

★ I wanted to write an email to express my gratitude for the service I received from a gentlemen named Ian who I believe works in your organization.

★ Yesterday evening I accidentally left my important medical device in the trunk of one of the taxis. Unfortunately I was jet lagged and had also neglected to note the taxi cab number or retrieve the receipt. I called into the taxi level and with some back and forth and I eventually was put in touch with Ian. Ian understood me and quickly got to work with the security team to locate the plate number of the cab and was eventually able to recover my device. I appreciate Ian's professionalism, follow-up and willingness to go the extra mile for me as the equipment is valued at about \$3000.

Sincerely, David Johnson