

mspnice award

December 19th, 2019

Greetings Managers,

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



Keith Derscheid, MAC Field Maintenance; and Phil Burke, MAC Assistant Director, Customer Experience

Customer compliment:

Today I took an Uber to the airport. I didn't realize my driver dropped me off at the wrong terminal. I walked up to John and Keith and asked "How do I get to Southwest Airlines from here?"

Keith thoughtfully asked "When is your flight?" I said very soon, and Keith immediately said "I can take you in my truck." Keith could tell that I was new to the airport and it was going to be tight if I tried to get there in my own. Keith saved the day and I made my flight. He didn't have to concern himself with me or my flight but he did, and I'm grateful.

Thank you for hiring great people on your team and take good care of Keith, he's a good man!