

# mspnice award

March 9<sup>th</sup>, 2018

Greetings Managers,

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



Lynn Klonowski, Volunteer Coordinator, Travelers Assistance; with Lee Nelson, Travelers Assistance

**Customer compliment:** I did not realize until I was on board that I had left my iPad in the terminal. I am sure you can imagine how frantic I was to find it, especially because I am an appellate judge and the iPad was issued to me by the Maryland Judiciary.

As soon as I had cell service I texted my assistant, Kathy, to ask her if she could locate the iPad and figure out a way to get to me. She looked at the airports website and found the Travelers Assistance program. Kathy immediately called and spoke with Ms. Krebs to see if she could help. It is my understanding that both of you, as well as Lee Nelson, were instrumental in finding my iPad and arranging for it to be sent back to me. Lee took the extra effort to travel to Terminal 2 to try and find it. Having just been in your airport that morning, I know exactly how far it is between the two terminals. This was certainly no easy task, but Lee was up for the challenge. He retrieved my iPad from gate H13 and took the lightrail back to Terminal 1. From there, I understand that Ms. Krebs arranged to have it taken to Lost and Found, where Mr. Gubash coordinated the return.

I want to express to all of you my sincere thanks for your teamwork that made it possible for my iPad to return to Maryland, I feel horrible that I forgot to take it on the plane with me. All of you turned what could have been a disaster into a pleasant experience. Your professionalism, along with a willingness to help, is commendable. Kathy cannot stop saying how impressed she was with the service she received from the three of you. Please know that I am truly grateful. You are wonderful ambassadors for Minnesota. If I find myself at MSP Airport in the future, I will definitely look for you to express my considered thanks in person.

*Best Wishes, Stuart R Berger*