

# mspnice award

March 21<sup>st</sup>, 2018

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations, Ana Melo and Matt Michalski, Sun Country Airlines

## Customer compliment:

\* I'm writing on behalf of my mother. She'd been diagnosed with liver cancer in August 2017, and by this time in October she was so sick she was like a breathing skeleton. We wanted to take her to the hospital instead of the airport that night, as she couldn't even stand up, but with the last of her strength she insisted on flying home. At the airport, I ran up to the Sun Country booth with tears in my eyes asking for a wheelchair. The employee who appeared then was incredible. He helped her into the wheelchair and took over navigation. In the elevator, he even looked up some Korean words on his phone and tried to reassure her. She was too weak to respond or even look at him, which was heartbreaking because even a month ago she would have been chatting and asking about his family, having been friendly and outgoing all her life. His manner was gentle and protective, slowing down over rough ground so she never even felt a bump. He told me he would take care of her as if she were his own parent. I watched through the glass as he took her through security, smoothing her way and managing everything for her, and through my anxiety I felt so grateful that I could trust him with her care. Mom passed away a couple of weeks afterwards, on November 8, 2017. So many things have happened since then, but I always meant to go back and find that employee and thank him. His kind, gentle assistance and understanding were incredibly comforting to me during that awful time. I am grateful with all my heart and will never forget how he helped make Mom's last flight comfortable and easy. Thank you so much.

\*\*Matt is consistently going above and beyond for his passengers and even for us. He shows the utmost patience and respect for each and every passenger *and* employee regardless of their attitudes, abilities, etc. He continues to work with us on the best ways to get each of his passengers through security and he carries that rapport beyond the checkpoint. We on the checkpoint had taken notice of his efforts long before now, but it was a specific incident on January 2, 2018 that compelled me to submit a written comment. That day Matt approached me very discretely and asked if I had any insight on how best to handle an extremely unusual and sensitive situation. Unfortunately for the passenger it was determined that they would not be able to proceed in the manner they most preferred.

While I do not wish to go into specifics in this letter, I will say that the lengths to which Matt went to accommodate this passenger were beyond anything most of us would have even considered and most definitely beyond the scope of his job description. I cannot express enough the compassion, discretion and professionalism that Matt displayed in the way he handled the entire situation. In fact, it has been my experience that this particular situation is perfectly indicative of the way he handles every passenger and situation and I felt it was important to pass along.