

# mspnice award

July 13<sup>th</sup>, 2018

Greetings Managers,

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



Scott Meyer, MAC Trades; Scott Skramstad, MAC Facilities; and Pat Fearing, MAC Trades

## Customer compliment:

I had a 6:10 in the morning flight home to St. Louis, and while getting out of the cab in rainy weather, my iPhone fell out of my pocket into a sewer drain. I spoke to the police officer who gave me the number for Facilities. The truck was there within 5 minutes, and we looked down into the drain with a flashlight. We couldn't see the phone, just a lot of running water. I figured my phone was gone for good and was impressed that someone showed up so quickly to try to help me.

I made my flight back, which shows how quickly facilities came out at 5:00 in the morning. When I got back to St. Louis, I called both the airport lost and found and the facilities department. I spoke to Princess in Facilities, and she said she would check into it and call me back. Within an hour, Princess called me back to let me know two plumbers, Pat Fearing and Scott Meyer, went into the drain and found my phone. She then called back to let me know it was in great shape and was still on. We sent Princess a UPS label, and she wrapped the phone in bubble wrap and overnighted it back to me, so I had it back at 10am today. She even included a nice note saying she was happy I had my phone back.

I cannot imagine being at any other airport in the country and getting this type of help. I travel frequently and was impressed at every turn at how helpful and understanding everyone in the Facilities department was and how they all went over and above what they had to do. I was so sure I would lose years' worth of pictures of my children that I hadn't backed up. Thank you and your team so much – I am still amazed at how much everyone helped me and am so very thankful.

*Melissa Schopfer*