

# mspnice award

June 22<sup>nd</sup>, 2018

Greetings Managers,

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



Bashir Hers, Starr Vann, Larry Burgett and Rik Wenzel, MAC Landside Operations;  
with Phil Burke, MAC Director of Operations

## Customer compliment:

I wanted to take a moment to officially commend Officer Lori Hodapp for her kindness and follow-through when I left behind my wallet at the gate at MSP Airport. Officer Hodapp immediately called both my mobile and office phones and left messages so that I was alerted that the wallet had been found before I even landed at my destination and had time to panic. She then followed up via text the next day, helping me track down

Rik, who had access to the vault (who happened to be working the Information Desk that afternoon) and encouraging him to get me my wallet (which had my ID, medical cards, credit cards AND car keys needed to get home) upon my return to MSP, even though the lost and found was closed on Sunday (the day I returned) the following day (President's Day). Officer Hodapp chose to go above and beyond the call of duty, when it would have been easy to tell me "sorry, they're closed and there's nothing we can do." Instead, she took the extra steps necessary to help me avoid a ton of extra expense and hassle, and I truly appreciated it. She turned what could have been an extremely negative experience into one that left me feeling very grateful for the kindness of others.

Thank you, Officer Hodapp and Rik!

*Thanks, Kim Gohman*