

mspnice award

February 14th, 2018

Greetings Managers,

One of your employees, Teresa Redding, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Teresa for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Teresa!



Teresa Redding & Bob Mundahl, MAC Landside Operations; and Phil Burke, MAC Director of Operations

Customer compliment:

I wanted to take a moment to sincerely thank everyone yesterday that helped retrieve my purse after I absentmindedly left it in the back of a cab. My hands were full and my mind was preoccupied. So many excuses, "should haves" and "if onlys" ran through my mind yesterday once I realized my purse was gone. Not only did I not have my purse, but I was now missing my wallet, my phone, my house keys, my passport, and all hope I had of traveling to Iceland the next day on what was to be a care-free vacation. I hoped and prayed that "Minnesota nice" would not disappoint me now, and thanks to everyone that helped me, I was indeed blessed. I wish I remembered or knew everyone's name that pitched in to help me, but I remember Teresa patiently took my dad's phone calls and helped connect us with Bob. I'm not exactly sure what Bob's title is, but he made some magic happen. I think Bob is an agent in the landside operations department, and he truly went the extra mile to help my family and I get my purse back with all of my possessions intact. I wish there were more I could offer Bob and Teresa and the kind taxi driver who drove me yesterday, but all I have is my sincere gratitude and words of praise. These individuals helped make a seemingly tragic situation bearable, and I am forever grateful.

Sincerely, Sarah Laszewski