

# mspnice award

March 29<sup>th</sup>, 2018

Greetings Managers,

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



Phil Burke, MAC Director of Operations; John Gubash and Travis Athmann, MAC Landside Operations

## Customer compliment:

We were leaving MSP back to San Diego. One of our friends had left the day before and had forgotten his wallet at the Volante Restaurant by his gate. Knowing we were leaving the next day, he asked whether I could check the airport Lost and Found and bring it back for him.

The first person I saw upon entering the airport was Officer Matthew Campson. He was most helpful in directing me to the various people who might be able to assist. After getting confirmation from Julie, the manager at Volante Restaurant that she had turned in the wallet (she had taken a picture of the driver's license), I then spoke to Officer Jeff Kolesar who took me to where Mr. Travis Athmann was as he could access the Lost and Found which was closed to the public for the holiday. We went to the Lost and Found where the wallet was along with all its contents. I was on FaceTime with the wallet's owner so that he could confirm it was OK to sign it over to me.

Not only was it a huge relief to find the wallet but the entire operation was quite quick and painless in spite of the Lost and Found being closed for Presidents' holiday. The owner was especially happy because he was traveling overseas the next day and needed his credit cards! Thanks for a truly happy ending!

*Michele Tabone*