

# mspnice award

March 12<sup>th</sup>, 2019

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, Landside Operations; and Bob Mundahl, MAC Landside Operations

**Customer compliment:** Let me say that Bob is amazing and I cannot be more complimentary of the effort this gentleman gave in order to help me out. I flew into MSP last night. In my haste to quickly get out of the cold, I left my credit card in the taxi. After several attempts to contact the taxi company last night with no success, I had given up all hope of getting my credit card back. This morning I decided to try one more time and was able to connect with someone who eventually led me to Bob. From the first moment I spoke to Bob he was professional, responsive, and assured me he would help me locate my credit card. After taking down my information he let me know he would be back in touch with me as soon as possible. Sure enough within the hour he had texted me and told me that he had located my credit card. Then he offered to meet me at the airport on my return flight back to Chicago and give me my credit card. Wow! To his word, Bob was there waiting for me.

It is not every day that common strangers go out of their way to this degree to help someone. If everyone in your company cared for their customers like Bob, I would have to imagine you would be the leading organization in your industry. Bob did more than just return a credit card, he inspired me to pay it forward. He lived you manta - "To give your customers the best airport experience in North America!" I hope that you will not only take the time to personally thank Bob for his efforts for going above and beyond, but that you will also share this letter with your other employees in order to remind them that one act of kindness can make all of the difference and more importantly, shine a bright light on your company. *Respectfully, Jimmy Casas*