

mspnice award

August 22, 2019

Greetings Managers,

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



Chidan Doobay, TCA Lead, Collin Lais, TCA and John St. Claire, TCA Lead

Customer compliment:

I'm writing today to thank Collin Lais, as well as bring to your attention how he saved the day for me last Thursday, July 11th. I had just arrived for a weekend reunion with friends, left the secure area and arrived at baggage claim. That's when I realized I had lost my phone. I am a stranger to this airport but as I was attempting to figure out how to get help, I saw this tall man in yellow-green security vest and asked for his help.

Collin was professional, caring and responsive. He assured me that he was the right person to ask for assistance and his manner was immediately comforting. Although I was unsure where I'd lost it, within 25 minutes, Collin returned with my phone and a smile. I know he had better things to do at that moment, but this young man made finding and returning my phone his top priority. I am very grateful.

When positive examples of leadership are not so common, Collin was kind, capable and efficient. You are fortunate to have him in your ranks.

Sincerely,
Sherri Cannon