

mspnice award

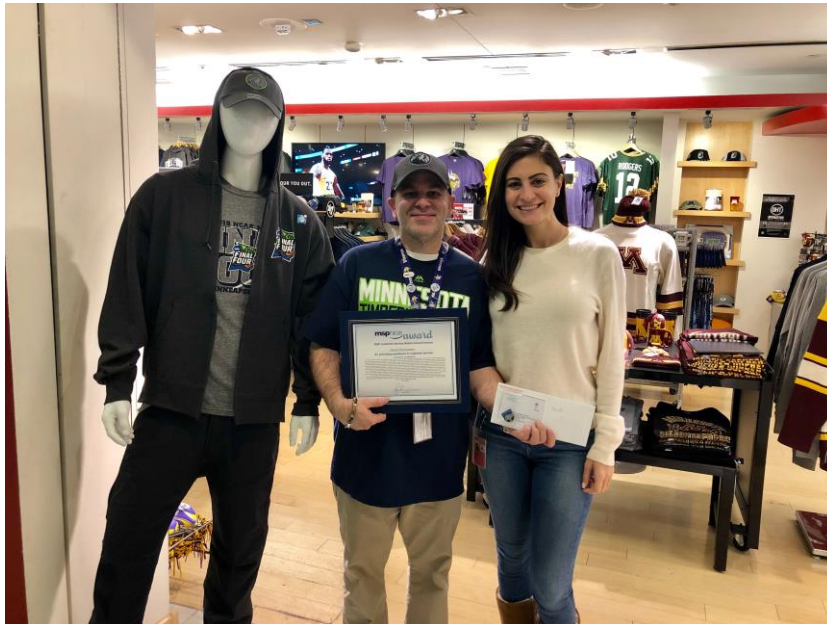
March 1st, 2019

Greetings Managers,

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



David Desrosiers, Sports Minnesota; and Isabella Rhawie, MAC Manager, CMAA

Customer compliment:

I am a very frequent traveler, and weekly have at least one connection at MSP. I would like to give a shout out to this very fun, friendly, upbeat person I have the pleasure to see most mornings once a week at MSP! His name is David, and works at the SPORTS store. He is always outside his store and greeting passengers, making people feel welcomed, especially bright and early in the morning! I was so fortunate, to have survived and experience the Polar Vortex.

I was stressed, cold, running late, forgot an item and had to go back to TSA to claim it, and then I made my way to my gate, as I turned from TSA towards, Concourse F, there he was, my friendly face, outside his store. It cracked me up, on the coldest day, he is in shorts, Sandals, Hawaii shirt, greeting everyone, "Aloha, welcome to tropical Minnesota!" It made us laugh, and smile. I observed it for a few moments, people wanting pictures with this fun guy David, and so I went up, and he immediately- recognized me. If I see David, I stop by and we chat sports, talk friendly smack on my Raiders and His Vikings, and so on.... he right away greeted me, ALOHA... and with that fun smile, and firm hand shake, asked how I was, and if everything was okay, as haven't seen each other in a few weeks, I then got a Mug to bring home, and the friendly person and great salesman he is, talked me kindly into some add on items. It was great and made my day. Telling my coworkers, wife, and family all about not only surviving the Polar Vortex, but seeing my friend, in shorts, having fun with the passengers, and making the best out of it and seeing kids, and families, smile, grab a picture with him, that's what life is all about.

Please pass along to his company and to whomever, how great of a day that was, and how great it was seeing people happy, all because, of this kind man David, embracing that weather and having fun with it. Give him a Raise, a coffee, a flight to have a real tropical time, something!!! FOR SURE A SHOUT OUT!!! For always making it fun at MSP.

Randy Anderson