

mspnice award

August 22, 2019

Greetings Managers,

One of your employees, Matheus Krause de Arruda Palmeira, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Matheus 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 Matheus!



Matheus Krause de Arruda Palmeira, At Your Gate with Larina DeWalt, MAC CMAA

Customer compliment:

My name is Colleen, and I am a flight attendant with Delta Air Lines. Last week, I used the At Your Gate app for the first time in the Minneapolis airport and received phenomenal customer service from one of your managers - Matheus.

I ordered my food a few minutes from landing so that it would be at my gate by the time we deplaned. Unexpectedly, we were placed into a holding pattern, delaying our arrival by at least thirty minutes on top of having a few gate changes. Additionally, my order was very close to closing time, so the temperature control unit wasn't an option for pick up.

Despite these challenges, Matheus went above and beyond to ensure that I would get my food. Without him, I would not have gotten dinner that night as I only had a few minutes on the ground to get to my next gate. His kindness was greatly appreciated, and I feel that his efforts should not go without notice.

Thank you, Matheus, for going above and beyond to assist me. I look forward to using the At Your Gate app again in the near future and will be sure to tell my coworkers about the amazing customer service that I received.

With appreciation,
Colleen S.