

# mspnice award

February 15<sup>th</sup>, 2019

Greetings Managers,

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



Jason Saji and Matt Michalski, DGS; Mark Takamiya, Kristina Conklin, and Kevin Griffin, MAC Terminal 2

## Customer compliment:

Our Flight was delayed several times and we arrived in Minneapolis close to 5:30AM. My friend is a paraplegic who needs to use the transfer chair on and off the aircraft. Once the abled bodied passengers were off the plane Matt came on with a friendly and genuinely caring demeanor. He immediately introduced himself and the young boy who was assisting us all while apologizing for the inconvenience of the delays. Matt was genuinely concerned how we were both doing. He continued to have friendly small talk with us on various topics from Super Bowl to where we were from to which High Schools we both attended.

As they were conducting the transfer Matt gave instructions and information on what was happening with Todd during the transfer chair and straps. Once we were off the aircraft we usually get the "have a good day" from the transfer chair assistant. It had been a long night and Matt saw how tired we both were looking after Todd transferred to his own chair. I had several bags and usually help wheel up the ramp and to the baggage claim while I carry some and Todd holds on to some of our carry-on and seat cushion needed on the aircraft. Matt pushed Todd all the way up the ramp and to the baggage claim where we really expected the "have a good day". At this point we were already so very grateful for the extra assistance to the baggage area.

Matt did not stop helping there, he pulled all our lugged off the belt and helped us organize our luggage. As we were waiting again for the "good bye" Matt got right behind Todd and asked where we had parked. We were at baggage claim D and we were parked in the Orange lot at the complete other end of the airport. Off we went all the way to our van. Matt stayed with us and made sure our van started and loaded all of our luggage into the van. This was not just an act of kindness but the simple act of being "nice" when no one else is watching. I knew I needed to send an email to Matt's company. They needed to know that Matt may have just been "doing his job" but what an incredible difference to us on a very long travel night/morning. One last impact of our story is that we are not an elderly couple which you would maybe expect the help we are a younger couple and most think we can just do it ourselves when in reality traveling can be a challenge at any age with any handicap and our gratitude to Matt for noticing and going above and beyond.