

# mspnice award

March 11<sup>th</sup>, 2019

Greetings Managers,

One of your employees, Shelly Lopez, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Shelly for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Shelly!



Shelly Lopez, MAC Supervisor, Customer Experience; and Phil Burke, MAC Assistant Director, Customer Experience

**Customer compliment:** My 11 year old nephew is very autistic and is prone to outbursts when he is in large crowds and/or hears loud noises. As a result my sister and brother-in-law never felt like they could take him flying anywhere because they feared he wouldn't be able to handle the airport much less flying in a commercial plane. So for his entire life up until February 2nd, any family vacations were always limited to short road trips. This was disheartening to my sister as she wanted badly to fly to places with my nephew Henry versus having long road trips. Thanks to your Navigating MSP program I was able to work with Shelly Lopez and take Henry several months starting last September up through January for a flight to Disney World in Orlando on Feb 2nd. Shelly was so very helpful all throughout the practice months in scheduling me and sometimes Henry's younger brother, my sister and/or his dad. She was also kind enough to pair us up with a wonderful volunteer, Mehr, who was allowed to be with Henry each month to provide him a sense of familiarity and continuity. Henry was excited to see Mehr each time we went. Overall my sister and I can't speak highly enough about the program and also on how wonderfully helpful and patient Shelly was with all our questions, last minute requests or needed changes. Thank you for all your work with Navigating MSP. For families like ours, it is tremendously appreciated and we're so very thankful of people like Shelly Lopez.