

mspnice award

May 7th, 2015

Greetings Managers,

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



Carmen Matthews, Judith Brant and Maria Sperl, Travelers Assistance,
with Jeff Nawrocki, MAC Asst. Director, MSP Operations

Customer compliment:

I had a multiple-hour layover and decided to take a walk outside. I stored my backpack and water bottle in the storage lockers near Gate C2. I returned to the locker about 10 minutes before my flight started boarding and discovered that I could not get the locker to open. The fingerprint scanner didn't recognize any of my fingerprints. The ladies in the TA Central Office (Maria, Judith and Carmen) were extremely responsive and quickly called for a technician to force the locker open. When they were informed that it would take the technician about six minutes to get to the locker, they asked me which gate my flight was departing from and called the gate to inform them of the situation. Then one of the staff went with me to the locker to verify that the locker wasn't working. The technician arrived as promised and unlocked my locker promptly. I said Thank You to everyone and then ran from C2 to Concourse B. I believe the plane was about 10 minutes late for takeoff, but I made my flight and got home as planned. I would appreciate it if you could pass along my gratitude to the ladies who were working that day in the TA Central Office.

Sincerely, Peter Hatch