

mspnice award

January 30th, 2015

Greetings Managers,

One of your employees, Billy Todd, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Billy 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 Billy!



Eric Hudak, Elviar Harvel, Kim Nguyen, Phillip Freeman, Billy Todd, and Steve Holes, all of MAC Landside Operations

Customer compliment:

** I flew in from Phoenix and am handicap, had lots of luggage and use a wheelchair, and was supposed to be taking the Metro Mobility shuttle. I was taken outside the terminal and left stranded outside at the shuttle pickup, when I should not have been. Billy Todd helped me get back to the main terminal and where I needed to be, and he said he would help me. He got me to the right door, I appreciate him very much, he would not take my money, and he deserves an accolade and is a very good employee. Billy is somebody you should be proud of, a very good employee and I wanted you to know that.

** We had just returned to Minneapolis airport on a late night flight on Nov. 12th and were planning to drive back home in our car parked in the ramp. However the car's battery had completely died leaving us stranded on a bitterly cold night. It was around 12:30 at night when we went looking for help and stopped by the Minneapolis airport commission office where we met Billy Todd. When Billy heard about our predicament he kindly offered to jump start our car. He went out to his truck to pick up his portable battery and accompanied us to our car on the 4th floor of the parking ramp and jump started our car after which we were able to drive the car back to our home in Saint Michael. Thanks to Billy Todd, we were able to reach home in time to catch some sleep and make it to work the next day.