

mspnice award

October 16th, 2023

Greetings Managers,

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



John Gubash and John Hewitt, Travelers Assistance

Customer compliment:

I had the most extraordinary experience in this day and age... John Gubash helped me after TSA wanted to confiscate my grandfather's pocket knife. He took it and mailed it to me in Wisconsin! I offered to pay and he wouldn't accept my money. Please reward him in a like manner! He is a rare gem!