

mspnice award

April 15, 2014

Greetings Managers,

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



Award recipient, Brian Johnston, Air General Cargo with Phil Burke, Director of MSP Operations and Brad Leff, Station Manager, Air General Cargo

★ Customer compliment:

I was awaiting a puppy from Dallas on American Airlines at 2:30 p.m. She never showed up! I was frantic. A baggage customer service rep gave me Cargo's phone number to check with them. A Brian Johnston with Air General Cargo couldn't have been more caring and helpful. He went above and beyond to help us locate her in Dallas and get her on the next flight. He hand delivered her to me at 8:00 PM.

-Denise Rannells