

mspnice award

June 27, 2014

Greetings Managers,

One of your employees, Billy Todd, was recently awarded with an MSP Nice Award. 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!



Jeff Courteau, MAC Manager, Parking Systems with Passenger Services Assistants, Billy Todd, Andrea Reis, Travis Athmann, Heidi Sagerer, Elviar Harvel and Cynthia Stevenson

Customer compliment:

Thanks to Billy Todd who saved me from a diabetic seizure. I didn't have any money American and he bought me a Chocolate bar!

Thank you so much.

-Jermev Marvni