

mspnice award

August 25, 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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Katie Erickson, Elviar Harvel and Billy Todd, MAC Landside Operations

★ Customer compliment:

Billy at the taxi station is so kind, caring, and his smile is so genuine. He found my brand-new iPhone 5S and immediately answered when my sister called. He was so honest and kind. Lots of good karma coming his way! He was very insistent on refusing a tip - I hope you pay him well. He cares about his job - that is rare!