

mspnice award

December 7th, 2015

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!



Atif Saeed, MAC Asst. Director, Landside Operations; with Billy Todd, MAC Landside Operations

★ Customer compliment:

I want to express my gratitude to Billy Todd, who works for MAC. Being over anxious as to the possibility of missing my flight when I missed the turn off for car rental return and ended up in short term parking, Mr. Todd was gracious to provide me with assistance. He not only assisted in the return of my rental but assisted in getting me into the airport to the check in counter. In my opinion, Mr. Todd went above and beyond in providing customer service. He was very nice and generous in gathering all my belongings as well. Billy Todd is one individual that I will always remember of my experience in Minneapolis/St.Paul. Again, thank you Billy Todd for being such a wonderful and caring person.

Robin