

# mspnice award

June 25<sup>th</sup>, 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!



Phillip Freeman, Kim Nguyen, Elviar Harvel and Billy Todd, MAC Passenger Service Assistants, Landside Operations; with Phil Burke, MAC Airport Director

## ★ Customer compliment:

As a business owner and a California State Legislator, I travel quite often and engage many people. Very seldom, if ever do I take the time to write a comment. However while encountering Billy Todd when we landed in Minneapolis, he was smiling, engaging, very helpful and extremely professional. After he helped us with ground transportation, I offered him 5.00 for a tip. He politely declined and said that he was just doing his job. That impacted me to the point I looked up the service and called his supervisor. Steve asked me to put my comments in writing. Billy Todd you ever make your way to California and are looking for work, do not hesitate to contact me. You can teach a great employee any skill but you can't teach them integrity, or kindness. That comes from the heart.

*Sincerely, Shannon Grove*