

# mspnice award

August 25<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Billy Todd was recently awarded with two MSP Nice Awards. 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!



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

## Customer compliments:

\*\* I was stranded in desperate need of a rental car. Billy Todd went above and beyond by logging onto a car rental that refused to accept walk ups. I was able to make the reservation and the shuttle picked me up in less than 5 minutes. Billy did a wonderful job and I really appreciate his helpful attitude.

\*\* Billy Todd- Great Service! We returned our Enterprise rental car around 2pm on August 10th as I am handicapped and unable to walk more than a few yards with a walker; we needed to get a wheelchair to the terminal. Mr. Todd appeared and got on the phone to get us a wheelchair and helped provide us with a luggage cart! He is an asset to your airport. Great service!