

mspnice award

November 14th, 2014

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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Phillip Freeman, Kim Nguyen, and Billy Todd, MAC PSAs, with Phil Burke, MAC MSP Airport Director

Customer compliment:

**As I was rushing through the airport to locate my shuttle to Rochester, I was worried that I would miss my ride 90 away. I had my toddler's carseat strapped over my shoulder, was pulling a very large duffel and pushing my child in her stroller with 2 carry ons. Bill Todd came to my rescue! He took all my bags and led me to where I needed to go- all the way to where I could hand my bags off. He was so kind and helpful! I wish every airport had someone like him! Thanks Billy!

**I had a terrific experience with Billy and I just want to pass it on! It was late and as I was leaving the taxi I dropped my wallet in the back seat and didn't notice it was gone until about 15 minutes after the taxi left. I tried calling some taxi companies but I couldn't remember which one I used and I didn't keep the slip of paper that he gave me when I got in. I finally reached someone at the airport number and he was very nice and put me through to Billy. He was awesome. I knew it was a white cab sedan and he remembered me because I had Riley and we talked about our dogs. He was able to narrow it down to two possible cabs so he took my number and then called the cabs himself to find my wallet. He called me back within a half hour to tell me he found the right cab and then explained different options for retrieving it. He told the cab to bring it directly to him and he held it until I could get there. He explained where to park to come down and get it from him.

I think he went way above and beyond to assist me and I want to let his boss know. He has excellent people skills and a willingness to assist beyond his job scope which makes him such an exceptional employee. I'm glad he was working that night!