

mspnice award

February 25th, 2016

Greetings Managers,

One of your employees, Johnny Butler, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Johnny 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 Johnny!



Nancy Fortier and Johnny Butler, MAC Lost and Found, with Phil Burke, MAC Director of Operations

★ Customer compliment:

**I left my phone in restroom stall after arriving from ORD. I called airport about 10:30, and got through to Lost and Found right away. A polite man took my contact information and description of phone. A few hours later, a polite officer called to notify me that my phone was found, and how to pick it up. I was able to pull up to the doors, run up the escalator, and retrieve my phone from the nice lady at Lost and found. What could have ruined our weekend turned out setting the stage for a very positive weekend in Minneapolis.

**What a wonderful surprise -- to be honest, I hadn't expected to have ANY response from a major airport's Lost and Found department. I can't imagine how many lost items must come through each day...

I'm writing to compliment the efforts of Johnny Butler, who not only called and left information for me re: the lost articles, he also found a work-around to enable me to retrieve the items when I'd again be in Minneapolis airport (even though outside normal operating hours). Johnny was thorough in his instructions and VERY polite and friendly. My work is in the area of performance management and Johnny Butler is the kick off example for our afternoon session!