

mspnice award

September 10th, 2015

Greetings Managers,

One of your employees, Todd Johnson was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Todd 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 Todd!



Atif Saeed, Todd Johnson, Starr Vann, Cynthia Stevenson, Callie Quiring, Phillip Freeman, Travis Athmann, MAC Landside Operations; and Phil Burke, MAC Director of Operations

★ Customer compliment:

Dear Todd Johnson and Bob Mundahl,
How are you? I wish you have a nice day.

I am Zhihong Zheng from China. My English name is Lisa. This is my first time visit Minneapolis. I lost my cell phone in my taxi this morning. I was very sad when I lost my cell phone. I came back to the airport to ask for your help. I don't know taxi number, driver's name and phone, don't know what time I caught the taxi, I can't provide any useful information. I don't know anything! But Todd and Bob are two nice people. They helped me find the phone finally. It is an honor to meet you.

Much appreciation for your help. Without you I can't get my cell phone back. I am happy. I am pleased. I am lucky. Thanks again. Best wishes to you.