

mspnice award

December 16, 2013

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!



Arlie Johnson, Assistant Airport Director, Landside Operations and Phil Burke, Director of MSP Operations with Todd Johnson, Passenger Services Assistant, MAC Landside Operations

Customer compliment:

Todd Johnson went above and beyond in helping me with my bike. I parked my bike in front of the terminal where it could have been confiscated and after contacting Todd from my gate, he actually met me at the checkpoint, got my bike lock key, and personally moved my bike to the appropriate rack in the ground transport. He even called the lady who would be working when I returned to assure she would give back my key.

-Jim Ford