

mspnice award

December 24, 2013

Greetings Managers,

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



Jeff Nawrocki, Assistant Director of MSP Operations/Facilities with John Gubash, MAC Information and Paging

Customer compliment:

I just wanted to say thanks - first - for having a human answer the phone when you call! and second - for hiring great employees like John. I was flying from Los Angeles to Toronto for a wedding, through MSP but with a very tight connection and I called ahead to get an idea of how far of a run it would be from an F gate to an A gate. He was SUPER helpful in guiding me through the maps and giving me a realistic frame of reference. After speaking with him, I called Delta to ask if I could get rerouted through JFK instead as the arrival gate and departure gate were in the same area with a longer layover. They accommodated my request after I explained to them it was for a two-day trip to a wedding and that I had talked to someone directly in regards to the tight connection in MSP.

The trip went perfectly - how miserable it would I have been if I had missed the connection in MSP and missed the wedding! Figuring all of that out wouldn't have been possible by looking at the map alone. John was SO friendly and SO helpful - I am honestly so impressed with your airport and the staff!

-Cyndi Kim