

# mspnice award

May 16<sup>th</sup>, 2016

Greetings Managers,

One of your employees, Billy Todd, was recently awarded with an MSP Nice Award. 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!



John Gubash and Billy Todd, MAC Landside Operations;  
with Phil Burke, MAC Director of Operations

## Customer compliment:

Awesome! Billy Todd is the best! He made me laugh and found my car on Friday PM.

MSP needs more Billy Todd's!