

# mspnice award

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

Greetings Managers,

One of your employees, John Gubash, was recently awarded with two MSP Nice Awards. 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!



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

## Customer compliment:

**#1** Today John Gubash really, really, really saved me and my mother (82 year old woman with Alzheimers). I made the mistake thinking that terminal 2 meant gate 2 at MSP airport. I asked for directions and John Gubash helped me like no one could imagine. I have emotional problems and when I heard my mother would be alone (and confused) at terminal 2 I panicked and could not stop crying. I had never gone to terminal 2 and I was afraid my mother would wander off. I was sure that I could not get to terminal 2 and my sobbing would not quit and I was short of breath and knew my mom was in trouble. John showed me all the way to where my mom was and I could not have made it alone. He went ten thousand times beyond his job duties. He talked with me and asked me questions. I was trying to stop crying but I just couldn't He was calm and patient and connected me all the way to my mom and then saw that we got to the special needs shuttle because my mom was in a wheel chair (thanks to Southwest airlines) who stayed with her till we arrived. John was the best! Never have I needed help so much and he saved my confused mother and me by taking me all the way to where I needed to go! Hire more people like him. *Mark Marzahn*

**#2** While trying to pick up my rental car, I realized I had lost my wallet containing my cash, credit cards and drivers' license. I went to the information desk and explained my situation to John Gubash. John brought me to a Frontier agent at check-in, then baggage claim. He ran to the gate to double check the gate, brought me to a shuttle to take me to my destination while transporting my baggage for me the entire time. Before my shuttle departed he returned to check on how I was doing and to make sure I had no problems getting on the shuttle. John restored my faith in the kindness of strangers!!! He was calm, professional and very caring. I would have been a basket case without his assistance and hand-holding! You are extremely fortunate to have a person like John as a part of your team.