

mspnice award

September 5th, 2017

Greetings Managers,

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



Jake Hoehn, Badging Supervisor, MAC MSP Badging Office; and Christian Boyd, MAC, MSP Badging Office

Customer compliment:

I would like compliment Christian Boyd – Airport Badging Specialist. On May 16th my husband and I were returning a car and my husband needs a wheelchair. We were sitting there, and a couple airport employees went by. I called somebody and they gave me a number to call, and the person I spoke to said I will give you a number to call. I responded “I can’t take down a number I don’t have a pen and paper”. Christian Boyd came by while I was on the phone and he simply asked me if there was something I needed. He stopped and made sure that whatever we needed was taken care of. He called somebody and it was taken care of just like that. I had asked 3 other airport employees for help and nobody offered any assistance. I so appreciated his kindness and I wish more employees were like him.

He was so very willing to help and I really appreciate his kindness. For us to be walking around that airport to find assistance would have been upsetting and not do-able. The people that assisted us with the wheelchair were wonderful also.

Thank you!