

mspnice award

April 28th, 2017

Greetings Managers,

One of your employees, Johnny Butler, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Johnny 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 Johnny!



Phil Burke, MAC Director, MSP Operations; Larry Burgett, MAC Landside Operations; Johnny Butler, MAC Lost & Found; and Nancy Fortier, MAC Lost & Found

Customer compliment:

A customer called to say that Johnny Butler brought her good news. He found her item for her and he was the most kind, patient and nice man! You couldn't ask for better customer service I wanted to call when I got good service because I think it's important. I can't thank you enough for having somebody that could help me and put my mind at ease.

I would like to thank Johnny Butler who works in lost and found at MSP Airport. This man went out of his way to help me talk to a woman in TSA Lost and Found to retrieve my car keys-the only set I have! The cost to get a key and storage of my car would have been costly! I made 2 or 3 calls to TSA and never once could I talk to a live body. TSA could learn lots from your office-here I was 4000 miles from MSP and not enjoying my vacation because someone would not return a call. It's this type of employee that makes a difference in an organization, making it look good. Johnny Butler cares about your reputation, his job and the service he provides-this is a good employee and should be recognized for his excellent work!