

mspnice award

April 28th, 2017

Greetings Managers,

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



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

★ Customer compliment:

I would like to bring your attention to what an exceptional employee you have in Larry Burgett. I understand Mr. Burgett has worked at the airport taxi stand for over 20 years.

On December 10th, 2016, I misplaced my cell phone somewhere in the airport. Someone turned it into the taxi stand. Mr. Burgett went far above his job description to return my cell phone to me. He actually took the time to call the last several telephone numbers listed in my telephone in order to find me, and to discover how he could return my telephone to me.

I am very grateful to Mr. Burgett for his generosity and honesty. I hope you too, recognize what a fabulous employee you have in Mr. Burgett.

*Best Regards,
Dr. Patricia A. di Benedetto*