

# mspnice award

October 22<sup>nd</sup>, 2018

Greetings Managers,

One of your employees, John Gubash, was recently awarded with an MSP Nice Award. 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, Jennifer Freire, and Bashir Hers, MAC Landside Operations;  
with Phil Burke. MAC Director of MSP Operations

## Customer compliment:

I want to thank you for all the help you extended to me last night at MSP Airport, in letting me use your cell phone and get situated on a shuttle bus to Duluth. What an adventure that was. If it wasn't for your quick thinking and quick acting, I'd be a homeless man overnight at the airport. More importantly, you offered help to me, without my asking. And that comes from dedicated, caring hearts, and you are to be commended for that. People sometimes say "I was only doing my job" but I know that that was not your job. I looked stranded and out of sorts so you offered to help. You can show this to your boss and tell them you deserve a raise in pay! You have a genuine characteristic of being good people.