

mspnice award

January 25th, 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!



Christian Jones, Elviar Harvel, John Gubash, MAC Landside Operations;
and Phil Burke, MAC Director of Operations

Customer compliment:

I'm writing to let everyone know about how John Gubash went beyond the call of duty on Tuesday, December 26, when he helped reunite me with my official DC identification. I had dropped my ID at the Republic Restaurant near the D6 gate during a morning meal, prompting panic once I discovered its loss. I checked with Travelers Assistance, retraced my steps, learned the restaurant manager had turned the card over to an airport police officer, and checked with the police and lost and found. The ID was still in the ether. Eventually, I spoke with John, who told he'd contact me if the ID turned up. It did, with perhaps a half-an-hour before my long-delayed flight. John called and personally delivered the ID at the D Gate. Since I was on the first leg of a round-way trip, he -- and all the other helpful folks I spoke to -- saved my day. So my sincere thanks to John and everyone else who didn't let my mistake ruin an important trip.

Carter Wood, Washington, DC