

# mspnice award

March 29<sup>th</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!



Phil Burke, MAC Director of Operations; John Gubash and Travis Athmann, MAC Landside Operations

## Customer compliment:

My daughter was on an Alaska airlines plane leaving your airport, on 3-1-18, and sent me a text that she was devastated. She realized that she had taken off her gold heart ring with diamonds and left it by the sink in the bathroom. She said, "I know it is gone". This was a college graduation gift from her grandmother. I immediately called the airport and spoke to John Gubash. He was very kind and comforting as he took all of my information. He said he would contact me if it turned up. 24 minutes later, to my amazement, John called me. He said Alan the Volunteer had found a ring and he described it to me. I almost started to cry. Not only did they find her ring but they actually turned it in. John said he could overnight it for me and called me back with the tracking number. I told John that I would like to send him and Alan a thank you reward however, he said they are not allowed to accept gifts. I would like John and Alan to be recognized for the MSP NICE. These two men have restored my faith in humanity and my daughter and I are so very grateful. I just wanted to let you know that Minneapolis International has a special place in our hearts.