

# mspnice award

April 26<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!



John Gubash, Bashir Hers, Dave Schouvieller, MAC Landside Operations;  
and Phil Burke, MAC Director of Operations

## Customer compliment:

I want to commend John Gubash on the work he did on my behalf on Monday, April 2. Our Delta Connection flight from Lansing ran late into MSP due to very strong headwinds, making a short connection to our flight to Portland, OR even tighter. Further complicating things is the fact that my wife requires wheelchair assistance and moves rather slowly. We got off the plane at Gate A-4 and I was using my cell phone to locate our departure gate. It appears that when I attempted to put it in my pocket, it fell on the floor of the gate instead and I didn't notice until we were seated in our connecting aircraft with the doors about to close.

One doesn't realize how dependent one has become on a cell phone when suddenly it is not there! I was unable to contact anyone until I got home, when I implemented Google's tracking app and located the phone. I also found the number to obtain your lost and found department and left a message. John called me back very shortly and I explained the situation and where I had found the phone through Google. I updated that information shortly after with John when I noted that it had moved to Gates C 23-24.

John found the phone and contacted me Monday evening to so report and we worked out how to get it back to me, including his texting me a picture of the Fedex tracking number after I authorized the cost on my credit card.

It is evening here in Portland as I write this; my blood pressure is down, and I will sleep well tonight because of John's prompt and professional work...and he was very pleasant to deal with, too. MSP is well served by John and I hope that you fully appreciate the value of such employees; they are hard to find these days.

*Sincerely, Steve McConnel (a Delta Million Miler, so I have encountered lots of airport employees).*