

mspnice award

August 30th, 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, Dave Schouvieller, and Bashir Hers, MAC Landside Operations;
with Phil Burke, MAC, Director of Operations

Customer compliment:

I inadvertently left my credit card with a restaurant on Concourse C. Upon arrival in Toronto I discovered I left it there. I called multiple times but later learned the restaurants do not answer their phones. It was the Wok and Roll. With no response, I contacted Lost and Found. The card was not turned into them. Later I asked my wife to drive to the airport to stop into the Wok and Roll. By the time we made these arrangements, and I called back to Lost and Found to see how she could be given access to go to the Wok and Roll, the person I talked to had already taken the initiative to contact the restaurant, arrange for delivery of the card, and had it waiting when my wife met him at the airport. His name is John Gubash. I have told a number of fellow MSP travelers that MAC has an exceptional, well-motivated, and "solve the problem" associate working for them. In so many of these cases you are left with the feeling of no one wants to help. Hat's off to John and I congratulate you on having a problem solver on your team. Most appreciated from this frequent flier and user of MSP.

Best Regards, Timothy C. Violet