

mspnice award

July 20th, 2018

Greetings Managers,

One of your employees, Todd Johnson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Todd 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 Todd!



Paul Fudenberg, Travis Athmann, Todd Johnson, Wendy Lauber, and John Gubash,
MAC Landside Operations

Customer compliment:

To my surprise, I learned that one needs at least 6 months on their passport to travel. Unfortunately, I learned that at check in today! Todd and Bashir at the info kiosk (around 930am) on the lower level helped me look up a document I needed to renew my passport for a hasty trip downtown for an emergency issuance. They helped settle me and get the info I needed. When I tried to tip them for their services, they humbly refused. My sincere thanks to these kind guys! Please extend my thanks and know you have two remarkable folks there!

*Best,
Mat*