

mspnice award

March 26th, 2015

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations;
with Abduljelil Areboa Airport Express Super Taxi

Customer compliment:

Abduiselil Arebo dropped me off at my home. During the unloading process neither me, my companion nor Mr. Arebo checked the back seat after unloading the rear cargo compartment of his van. Upon entering my home with my bags I realized I had left my backpack in the Taxi. My Backpack contained my wallet, passport, iPod, iPad, prescription sunglasses and other assorted personal effects. I called the Terminal 1 Taxi Starter Team who helped me set up a process to identify and return my lost backpack. They were also very reassuring that this situation would be successfully resolved. Actually I felt quite anxious about my loss. To my delight at 10:30 a.m. on March 2nd I heard my door bell ring and when I answered the door there stood Mr. Arebo with my backpack in hand. He also said he came by last night around midnight to deliver the backpack and saw the house was dark and decided not to disturb us. All of the contents of my backpack were returned as well as a HUGE sense of relief. I am very grateful to the entire MSP Team to especially include Mr. Arebo, Taxi Starter Team, Landside Team and The MSP Lost and found for their efforts in helping me resolve what could have been a **nightmare**. I would be delighted to recommend Mr. Arebo to anyone based on how he helped me as well as being used as a reference for how the MSP System and Team operates. I am a Delta Diamond Flyer and have never used your services in the past. I am now an even stronger believer in MSP and greatly admire your support and integrity.

Sincerely, Tom Thornton