

# mspnice award

May 16<sup>th</sup>, 2023,

Greetings Managers,

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

## **Customer compliment:**

Wow! I would like to acknowledge the outstanding job of CSO Liban Kahin today. He went out of his way to help me locate a lost suitcase. He walked me to the lost and found (a location that would have been difficult to find on my own), walked me to the Delta station and went outside to make sure my vehicle did not get towed. His willingness to help and awesome smile were greatly appreciated and totally made my day. THANK YOU OFFICER KAHIN! -Kari Roberts