

# mspnice award

March 20<sup>th</sup>, 2023,

Greetings Managers,

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



Mentsnot Shiferaw, Jake Hintz, Heidi Sagerer, and Cortney Taylor, MAC Customer Experience

## **Customer compliments:**

I wish to praise Mentsnot for his compassionate assistance to my wife. She is 72 and has pain in her legs and knees. After a long flight she had difficulty walking to arrival pickup. Mentsnot obtained a wheelchair and pushed her to our pickup location. He was so pleasant and helpful. I hope you consider him a valued employee!