

mspnice award

October 16th, 2023

Greetings Managers,

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



Mubarak Tufa, Prospect, with Phil Burke, MAC

Customer compliment:

In the past two years that it has become necessary for my father to travel with wheelchair assistance, we have visited 11 different airports. Some of those experiences with assistance have been positive, some merely adequate at best. However, we had the great fortune of being matched with your employee, Mubarak. Though we only spent 15-20 minutes with him, he displayed patience, care, and an abundance of kindness. Not only was my dad put at ease, but my mom (the picky one:) stated several times how nice it was to have Mubarak help us.

Enroute, Mubarak helped my dad with a restroom stop and stood nearby to make sure he could help when my dad was done. He truly went above and beyond and walked along with us chatting easily. With all of the negativity in this world, I (and my two sisters and parents) wanted to make a point of commending someone who spread smiles. I sure hope you're able to locate him and let him know how he was appreciated.

With warm regards, Christine Martuccio