

mspnice award

October 16th, 2023,

Greetings Managers,

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

Customer compliment:

I wanted to write and thank Officer Etooll for his amazing assistance. I somehow left my laptop in the Minneapolis airport when we flew on August 10. I am usually very diligent about my personal belongings, and I'm not even certain now how this happened. I was traveling with my family to Colorado and did not realize until the following day that I had left the laptop in Minneapolis. After having a family member who lives in Minneapolis go to the airport and check the lost and found, I realized they did not have it, but couldn't figure out where exactly it was despite tracking it via find my iPhone. Out of desperation, I called the non-emergency police line and Officer Etooll was assigned to my case. He called me within 10 minutes of my initial phone call and five minutes after I hung up with him, he had located my laptop, which was with the Delta airlines lost and found. He took it to the main airport, lost and found, and I was able to then ship it to myself, and expect to have it in my hands on Tuesday morning. I am a writer, so having my laptop with all of my documents, and logins is extremely important. I was so very grateful for all of his help, and I really had given up hope that it would be found and returned to me after we couldn't figure out where it was located in the airport. He was very kind, very knowledgeable, and so incredibly helpful. I am so grateful for all the help that he provided, and I wanted to make sure that I was able to properly thank him. There are good people in the world! And he is one of them.

Many thanks, Catherine Hayes