

# mspnice award

July 10<sup>th</sup>, 2023

Greetings Managers,

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



Phil Burke, MAC; Saidali Mohamad, Kathy Hill, and Matt Michalski, IHS

## **Customer compliment:**

My wife and I were at MSP T2 and we couldn't find a USPS mailbox, to drop off our mortgage payment and car loan payment. We ask Saidali Mohamad where we might find a mailbox and the terminal didn't have a USPS mailbox inside the terminal. Saidali offered to go outside the terminal and drop our outgoing mail. He insisted to help and even took a picture of the mail going into the box. Innovative Handling Solutions should be very proud of Mr. Mohamad's initiative and customer focus, which is a rare commodity in today's employees. I had a front row seat to a kind and thoughtful employee, and IHS should rest easy that this employee is representing you in the very best way.

Mr. Saidali Mohamad should be commended and rewarded for doing what's right, when nobody is watching.  
*Sincerely, Paul Belting*