

# mspnice award

July 26<sup>th</sup>, 2017

Greetings Managers,

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



Phil Burke, MAC Director of Operations; with Muhiden Tussa, Airport Express Super Taxi

## Customer compliment:

I would like to praise one of your taxi drivers for wonderful customer service. His taxi number is 5323. I had accidentally left my computer backpack in his taxi after being dropped off at my hotel. This laptop/backpack was my life!! It had all of my important information!! Thus, when I found out that I had left it in the taxi, my heart dropped!! I didn't know how to retrieve it. I didn't know how to get in touch with the driver!! I was so stressed and worried to say the least!! Fortunately, when I walked down to the hotel lobby to look for it (hoping that I had brought it in and just left it in the lobby), I saw the driver for taxi #5323. It was the best site I'd seen in a long time!! He had my laptop backpack with him!! I was so happy and deeply grateful that he had the kindness to bring it to my hotel. I cannot express how I had felt at the time. It was truly remarkable that he would drive back to the hotel and drop off the backpack for me. I would like to share this experience with you, and highly praise your driver for his incredible service. He went out of his way to return a very valuable item for me!!! Please extend my deepest gratitude towards him for me!!!!