

mspnice award

February 12, 2014

Greetings Managers,

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



Jeff Nawrocki, MAC Assistant Director, MSP Operations/Facilities with Community Service Officer, Girmay Haile

Customer compliment:

After traveling with my family over the holidays, I went to start my car and ...you guessed it, it did not start. Not only did it not start, but the car has a keyless entry. There is no noticeable spot to fit the key in the door, with no code pad either. It's a newer Volvo. So not only was the battery dead, but I could not get into the car to try it, jump it or pop the hood open. I went to the "Police" window and was greeted by Girmay. He gave me a few options, I asked him how quickly someone could help and he made a few phone calls for me. At the same time another woman came up in tears who could not find her car. He was very sincere to her and found someone to take care of her. He then told me that he had called Mark's Towing to jump my car, but he wanted to try the key. We went out into the parking lot (it was -5 below zero) he played with the door handle and figured out that there's a cap that is part of the handle that pops off to allow you to insert the small little screw like key, hidden in the keyless entry pad. He then found Mark's in the parking lot, helped them jump my car and told me he would let my family know what was happening. I asked him to take some money from me for his troubles and he said "no, but thank you". I have run a couple of customer service departments for companies and I want you to know that Girmay went over and above that evening. I was so thankful for not only his help, but also his attitude of compassion and sincerity. He's a great asset to your team.

-Patty Beadle