

mspnice award

February 28, 2014

Greetings Managers,

One of our business associates, Sameh Elmasry, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Sameh 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 Sameh!



Sameh Elmasry, United Taxi, with Arlie Johnson, MAC Assistant Airport Director of Landside Operations and Phil Burke, MAC Director of MSP Operations

★ Customer compliment:

After returning from a trip, Sameh drove my wife and I from Terminal 1 at MSP to the LaQuinta Inn. After Sameh dropped us off, we returned to our car and soon realized that I had left my wallet in his cab. I quickly went to the front desk of the LaQuinta, hoping that they could assist. However, within minutes, Sameh returned to the LaQuinta, after he discovered my wallet on the back seat. I thanked him, but I felt that his employer should be aware of his honesty. Sameh not only saved me from tremendous anxiety for my carelessness, but also the very time-consuming chore of canceling credit cards and reordering a new driver's license. Please let Sameh know how grateful we were for his terrific good deed.

-Sincerely, Paul Clark