

mspnice award

February 28, 2014

Greetings Managers,

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



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

Customer compliment:

I am writing to inform you of the outstanding service my wife and I received from Faysal Muse, United Taxi. We were supposed to be picked up by the "park and fly" shuttle service from a nearby hotel, but their van had broken down. We were fortunate enough to be assigned to taxi #5807 who helped us locate our car which was buried in a foot of snow and blocked by a huge dam of ice-hardened snow left behind when the parking lot was plowed. The taxi driver jumped out of his cab, ice scraper in hand, and starting clearing our car's windows. He then spent the next 15 minutes helping us clear the snow from the front of our car and helping us push it over the ice dam. He did not leave until he was sure we were able to drive the vehicle out of the unlit parking lot and were safely on our way.

My wife tried to tip this gentleman an additional amount for all his efforts to get our car free of the ice and snow, but he refused to accept any additional money. If not for his help, we would probably have had to call for a tow, as I don't think my wife and I could have freed the car on our own. (We had just returned from a warm climate and were not appropriately dressed for extended outdoor activities upon our return to cold Minnesota.)

In addition to all his above-the-call-of-duty efforts, the driver helped us with the luggage, he was very courteous, and the taxi itself was clean and comfortable.

Please convey our heartfelt thanks not only to this driver, but also to his supervisors.

-Jeff Clark