

# mspnice award

March 6, 2014

Greetings Managers,

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



Mitku Gebru, ABM with Jeff Nawrocki, MAC Assistant Director, MSP Operations/Facilities

## ★ Customer compliment:

I was helped this morning by ABM employee, Mitku Gebru, who not only helped me clean up a coffee spill but was so kind to assure me that it wasn't an imposition. No wonder MSP rates so high as "favorite airport" among travelers! Always spotless, always exciting and always a good experience! This morning, Mr. Gebru made it a great one!

- Mary Dunn