

# mspnice award

April 15, 2014

Greetings Managers,

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



Abdi Ahmed, CSO, Airport Police Department with Phil Burke, Director of MSP Operations

## Customer compliment:

I just wanted to give a little credit to Abdi Ahmed, CSO #219 for helping me in the airport on 3-23-2014. I had left my textbook in a store in the airport and had already exited. When asking him for help he was very courteous and quickly went and retrieved my book. He provided excellent customer service and I could not thank him enough!

Once again, thank you so much for helping me!

*-Jordan Mitchell*