

mspnice award

April 15, 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!



Girmay Haile, CSO, Airport Police Department with Phil Burke, Director of MSP Operations

Customer compliment:

Sometimes, but not often in a person's life, someone comes along and provides services far above and beyond the call of duty, without any expectation of reward or acclaim. In this case just such a person is Mr. Girmay Haile.

I returned home from California with my five young grandchildren, my sick daughter, and my handicapped wife on Delta in the evening of January 3, 2014. Each of the grandchildren was assigned to carry a backpack and a small suitcase. When the parents picked them up one of the bags was misplaced in the shuffle. I did not notice the error until two hours later. When I returned to the airport Mr. Girmay was serving as a traffic control agent.

He approached me and gave the standard speech as was required by his profession about not being able to leave my car unattended while I searched for the bag. That is where he moved from the point of professionalism to one of caring and concern. I explained my plight and that my wife was left unattended at home. He informed me that the lost and found was closed for the evening. He then took an additional step and called security. He told me to describe the bag. He then informed me that just such a bag had been turned in. He personally escorted me to an upstairs office where he helped me recover the bag. I hope that some sort of recognition can be given to this special employee. One thing is clear from this entire experience--YOU HAVE AN OUTSTANDING EMPLOYEE WORKING FOR YOU AND THAT MR. GIRMAY HAILE IS TRULY A DIAMOND.

-Richard Chakolis