

# mspnice award

April 25, 2014

Greetings Business Associates,

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



Arlie Johnson, Assistant Airport Director/Landside Operations, Mohamed Nur, Bloomington City Taxi and Phil Burke, Director of MSP Operations

## ★ Customer compliment:

MAC Landside Operations received a phone call on 4/1/14 call from Ms. Pearson who had been a passenger in Taxi #5629. Ms. Pearson explained that while riding in taxi #5629 she had noticed an elderly gentleman laying in a snowbank. She asked the driver to stop, and the driver turned around and without hesitation jumped out to assist getting the man into the Taxi and calling someone for assistance. Mohamed went beyond what would be expected of someone and should be recognized.