

mspnice award

June 25, 2014

Greetings Managers,

One of our Business Associates, Ashenafi W. Bulto, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Ashenafi 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 Ashenafi!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Ashenafi W. Bulto, Airport Express Super Taxi

★ Customer compliment:

My wife and I got back from our honeymoon late last night. We took a taxi home (Airport Express #5760). It was a pleasant experience. Normally I wouldn't care to comment on such a thing, however, we just got a call from the front lobby of our condo, and it was our driver from last night. Apparently, we were so tired that we forgot a small bag containing some items we had purchased. He took it upon himself to bring the bag to our residence in St Louis Park from St Paul. We were flabbergasted and felt compelled to share our impression of the driver and the service we were provided. We would be interested in using him every time we use a taxi service. Thank you.

-D. Potter