

# mspnice award

September 9<sup>th</sup>, 2014

Greetings Managers,

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



Linda Turner and Naquandra Peterson, MAC Facilities with Abdisamad Ahmed,  
MAC Community Service Officer

## Customer compliments:

A special thanks to Officer Abdi Ahmed for retrieving my cell phone yesterday at the Airport. Officer Ahmed walked all the way down to Delta gate C-7 to find me, then all the way back to where I was waiting with my friend who had originally dropped me off. Officer Ahmed was courteous, refused my attempt to pay him, and really went out of his way to help.

Abdi Ahmed was extremely courteous to me when I had lost my phone at the light rail terminal in the airport. He took the time out of his day to wait patiently till I had arrived back there to pick up the phone. I am very thankful that he was the person that found my phone so that I would not have to deal with another person. Again, I am grateful to have had him in my time of need.