

mspnice award

October 20th, 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!



Linda Turner, MAC Supervisor, Facilities with Abdi Ahmed,
MAC Community Service Officer

★ Customer compliment:

I want to commend your MSP employee, Abdi Ahmed (CSO #219), for the excellent service I received from him this past Tuesday, 9/23. I had dropped off our son for his flight back to Colorado, but then 20 min later, realized he had forgotten his cell phone in our car. In a panic, I returned to MSP, left our car running curbside and entered your building intent on finding someone who could help me locate our son. Abdi was there to help and had our son paged, and then offered to deliver the phone himself to his gate, in the event he didn't hear the overhead page. However, our son did hear the page and arrived just as Abdi was about to head in the direction of his gate.

Abdi was pleasant, calm, and was an absolute angel to this "stressed out" old lady! You are fortunate to have in your employ, such a courteous, pleasant gentleman. I very much appreciated his help.