

mspnice award

April 13th, 2015

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!



Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities; with Abdi Ahmed, MAC Community Service Officer

Customer compliment:

★ Yesterday we came home to Minneapolis from Phoenix around 11:15 PM. It took another forty five minutes to get our luggage. We were tired and crabby. Before we left for Phoenix we parked our car in the Humphrey Terminal Garage. This was a first for us. Before we left, we wrote down the location of our car. However, we were in a hurry and wrote row F instead of S. When we got to the garage we could not find row F in the Orange Lot M level. We are elderly and were very upset. Then walking toward us was a security person who was there to help us. He searched and searched while we waited and could not locate the car. He kept reassuring us it was there and kept going over the location I had written down. He was so kind and patient and was determined to find our car for us. The end result was that it was row S. He located the car and helped us get settled. As I said, we were tired and crabby, and he was kind and caring. Never once did he make us feel foolish after we realized we had made a mistake insisting it was row F. He is a perfect representative for your airport security. His name is Abdi Ahmed CSO #219.

Charlotte and Lanny Berke