msp nice award

November 9th, 2021

Greetings Managers,

One of your employees, Abdi Isman, 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!

Abdi Isman, MAC Landside Operations

Customer compliment:

I left my phone in Abdi Burale's cab after he dropped my wife and me at our house this afternoon. While my wife and I drove back to the airport and reported the loss to the dispatcher, Abdi drove back to my house to return the phone. When he found that we weren't home, he went to our neighbor and gave her the phone to return to me at her suggestion.

It would have been easy for Abdi to just ignore the phone or to wait until he returned to the airport to hand it in. Instead, he did what was most helpful and considerate to his customer and delivered the phone personally. I was a management employment lawyer for 40 years and know very well how much my clients would have appreciated Abdi's diligence and "extra mile" for their customers. You should be very pleased as well.

While I am at it, I also would like to compliment Ian for his efforts in contacting us and letting us know that Abdi had returned the phone. He really gave voice to this whole process and was extremely helpful in telling me the best way to show my appreciation for everyone's work on my behalf.

I reported the loss to Abdi and he was very conscientious in explaining what steps he would take and how confident he was that the phone would be located. He was incredibly kind in talking me down from a very agitated state.

Abdi, Ian and Abdi, all helped me deal with a very stressful situation with professionalism, kindness and care. They were all great ambassadors for the airport and I am very grateful to all three of them.