

# mspnice award

June 18, 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 would like to thank Abdi for his excellent customer service and for helping me with my laptop. I left my laptop at the security checkpoint last week and Abdi tracked me down and held it until I arrived back at MSP. My experience with MSP was amazing and one of the reasons this airport is one of the best in the country!