

mspnice award

March 26th, 2015

Greetings Managers,

One of your employees, Abdisalam Ketibe, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Abdisalam 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 Abdisalam!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations; with Abdisalam Ketibe, Bloomington Taxi

Customer compliment:

★ I wanted to send you feedback regarding service we received from Abdisalam Ketibe from Bloomington Taxi
Driver Courtesy – 5 Driver helpful with luggage – 5 Condition of Taxi - 5
Abdi could not have been more gracious, friendly, and accommodating. He brought us from the MSP airport to our home in Woodbury after a trip to Mexico on March 13, 2015. Abdi was very warm, treated us like family, and I would recommend him to anyone looking for a cab.
★ We left an item in his cab and he brought it out to our house unannounced the following day. I don't know how he determined it was ours, but I cannot tell you how incredible I feel this level of service is. He drove all the way out to Woodbury to deliver a very small personal item with no guarantee that we would be home, or that the item would be something that we valued. Abdi has made fans of us and we will certainly use him again in the future. I am very happy that Abdi is the kind of person that represents Minnesota when visitors come to Minnesota on business or on vacation.

Thanks! John Wynn