

# mspnice award

June 24<sup>th</sup>, 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!



Abdisalam Ketibe, Bloomington Taxi;  
with Eric Hudak, MAC Assistant Manager, Landside Operations

## ★ Customer compliment:

Our driver, Abdisalam Ketibe, went “above and beyond” to drive out and return my brief case that was overlooked in the taxi. We will never forget this gesture, honesty and customer concern.

*Pat Minton*