

# mspnice award

July 2<sup>nd</sup>, 2015

Greetings Managers,

One of your employees, Abdullahi Abdi, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Abdullahi for his outstanding commitment to customer service at MSP.

Our thanks go out to his 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 Abdullahi!



Atif Saeed, MAC Assistant Director, Landside Operations,  
with Abdullahi Abdi, Bloomington Taxi

## ★ Customer compliment:

I am writing to inform you of the honesty and integrity of one of your cab drivers. During a recent trip to MN, I over looked my laptop in its black case on the black floor mat of the cab in my haste to exit at my hotel. When the driver noticed the case, he made the effort to look up the hotel's phone number and placed a call. When I realized I had forgotten the case in the cab, I went to the Concierge for help and was told the driver had already called. I called the number he had provided and arrangements were made. To make a long story short, I have my computer.

I think it is important you know of this man's integrity, honesty and the efforts he made to return my computer. It would have been easy for him to keep it because I had to failed to notice any information about the cab, it's driver, or number. I would greatly appreciate if you recognize this man. I am aware of the value of such an employee and United Cab should know the integrity of their employees.

*Sincerely, Nils Wirstrom*