

mspnice award

December 11th, 2014

Greetings Managers,

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



Eric Hudak, MAC Assistant Manager, Landside Operations with Addis Taddese,

Customer compliment:

I arrived back at MSP last Friday night and took a taxi home. In exiting the cab, my wallet was dropped in the back seat and I did not realize until Saturday morning, no idea what cab company it was and gave up hope of seeing that again. Today I received a letter from MAC saying they had my wallet, the driver had found it and returned it through the operator at the taxi stand at MSP. I tip my hat to the driver and to the MAC who must create and encourage this type of customer service for the customers of MSP. Perhaps I am a little jaded in thinking I would never see that wallet or worse, my identity would be sold off, but I am so pleased in avoiding the hassle of replacing the contents and even more pleased that the cash and all items were still in place. Please take this note as encouragement to keep up to good work and keep encouraging all employees, contractors and related service companies to do the right thing when given the chance. I would like to thank the taxi driver!

Tom Wicka