

# mspnice award

December 30<sup>th</sup>, 2021

Greetings Managers,

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

## **Customer compliment:**

I would like you to know what a wonderful person your traffic controller Ahmed is. Shortly after my arrival, I was waiting for my ride, which ended up being delayed for several hours. I was sitting outside and Ahmed stopped and asked if I was okay and needed anything. He told me if I didn't see him, that anyone of the traffic controllers were always available and could reach him. Several hours later, I was sitting inside listening to the piano playing pilot. Btw very Awesome! Ahmed passing thru, saw me and stopped to ask if I was okay, concerned because I was still there hours later, asked if I had eaten, and offered to buy me a meal. Wow! I teared up at the compassion and genuine concern from a total stranger! He's a very thoughtful, alert, caring & courteous person going above and beyond! What a terrific employee you have! I hope someone will take the time to recognize what a great human and employee you have in Ahmed and thank him for all he does! *MSP#1!!*

*Thank you, Vonda*