

mspnice award

July 31st, 2015

Greetings Managers,

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



James Mulrooney, MSP Customer; Ali Sardeye, MSP Taxi Driver;
and Atif Saeed, MAC Assistant Director, Landside Operations

Customer compliment:

My wife and I had a pleasant experience last night for which we wish to offer our thanks and commendation.

Shortly after midnight, we entered a Taxi at the Humphrey terminal and were driven to our home in Mendota Heights. This note of appreciation was provoked by the driver of that taxi, Mr. Ali Sardeye. Rarely have we encountered a friendlier or more courteous render of service. After warmly welcoming us, transferring our heavy luggage into his vehicle, and carefully seating us, this gentleman comfortably conveyed us to our residence. In the course of the journey, we engaged in pleasant conversation. In spite of the late hour and long air flight, we arrived home with uplifted spirits.

While this brief description of our road trip may sound typical, it wasn't. The man who drove the cab made the journey different. His gifts of good nature and solicitude impress us. Once in a while in our lives, we meet somebody who turns a routine experience into an extraordinary one. Mr. Sardeye did that last night, and we are very grateful for his kindness and attention.

Thank you, Barbara and James Mulrooney